

PARTICIPANT AUDIO CONTROLS

1. After joining a web conference as a participant, click on the Audio button at the top of the screen.

NOTE: An audio conference must be started by the host before the Audio button will appear for participants.

2. Click on the Use your Computer Mic and Speaker button.



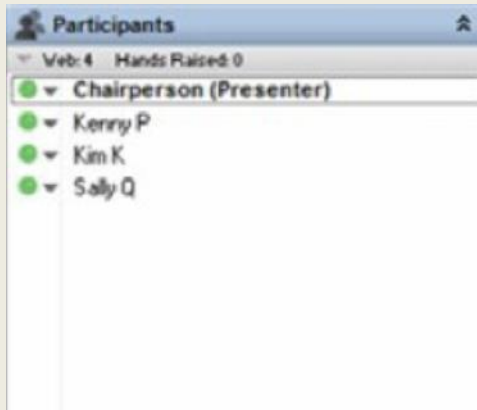
3. Click on the radio button next to Allow and then check the box next to Remember to prevent this box from opening again if you join a future conference. Click the Close button.



PARTICIPANT AND CHAT PANELS

The Participants Panel lists all participants who have joined the meeting, including the chairperson. Web meeting participants are listed under the Participants heading and audio conference participants are listed under the Audio Controls heading.

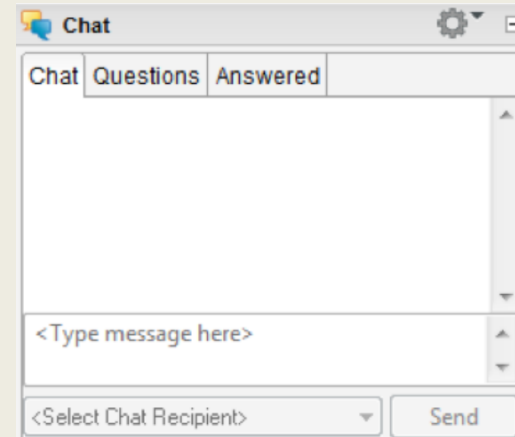
- Participants are listed as they join the meeting. If they join before the meeting has started, they are listed as being in the lobby.



There are three different tabs in the Chat panel that the chairperson, co-presenters and participants can use to communicate with one another during a live web meeting.

We will be using the **Chat** tab
Please place all questions and comments in the **Chat** box.

Answers will be given/stated during the webinar or at the end of the webinar.





END STAGE RENAL DISEASE NETWORK OF TEXAS

BE THE VOICE-BE THE CHANGE ICH CAHPS WRAP-UP WEBINAR

Be the Voice



Be the Change

11/16/2016

STAFF

Be the Voice



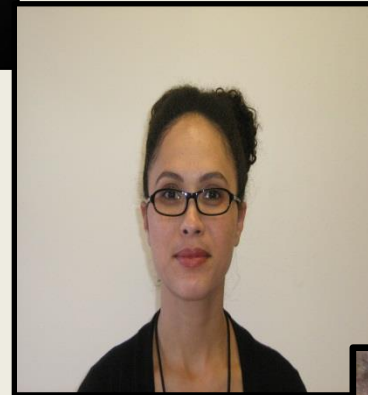
Be the Change

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- **Lydia Omogah, QI Specialist**
- **Javoszia Sterling, BA, Outreach Coordinator**

**denotes project lead*



GOALS OF THIS WEBINAR

Be the Voice



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- Review project goals and achievements
- FPR overview (Javoszia Sterling, OC)
- Discussion: What worked and what didn't
- Sustainability requirement per CMS
- Empower facilities to continue to provide home therapies information to patients through patient and family centered care practices

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TO MAKE A DIFFERENCE!**



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PROJECT OVERVIEW

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■ Webinars

1. Project Introduction – April 20, 2016
2. Patient Engagement – May 25, 2016
3. Home Modality (optional) – June 9, 2016
4. Wrap-Up – November 16, 2016

■ Facility Root Cause Analysis to examine reasons behind poor scores for ICH CAHPS Survey Question #39

5. Survey Monkey – April 29, 2016

■ Surveys

6. Monthly patient survey distribution x 6 months (April, May, June, July, August, and September)

■ Patient Engagement

7. Facility Patient Representative
8. Small Group Discussions - June
9. Implement Facility-designed Interventions – July, August



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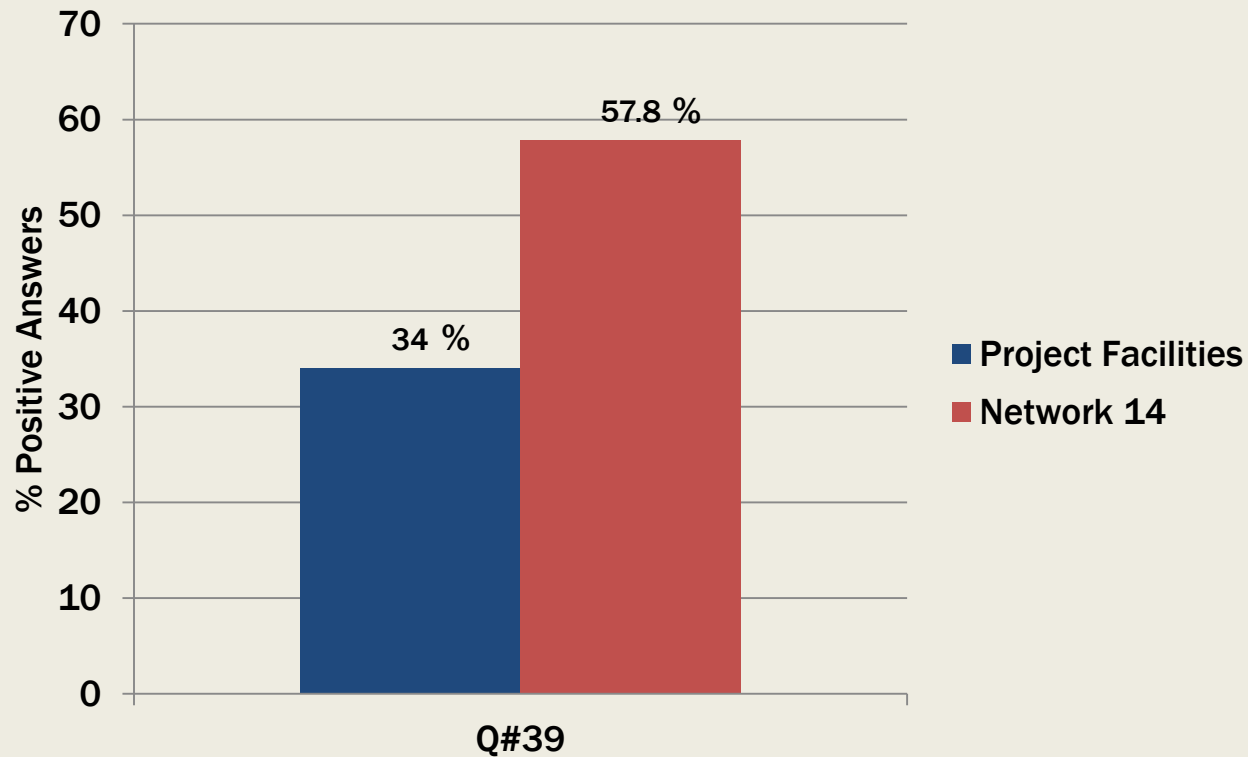
PROJECT BASELINE

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Percentage of Positive Patient Responses to Q#39
ICH CAHPS Results, Spring 2015
n=505 In-center Hemodialysis Facilities in Texas



Q#39: In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?



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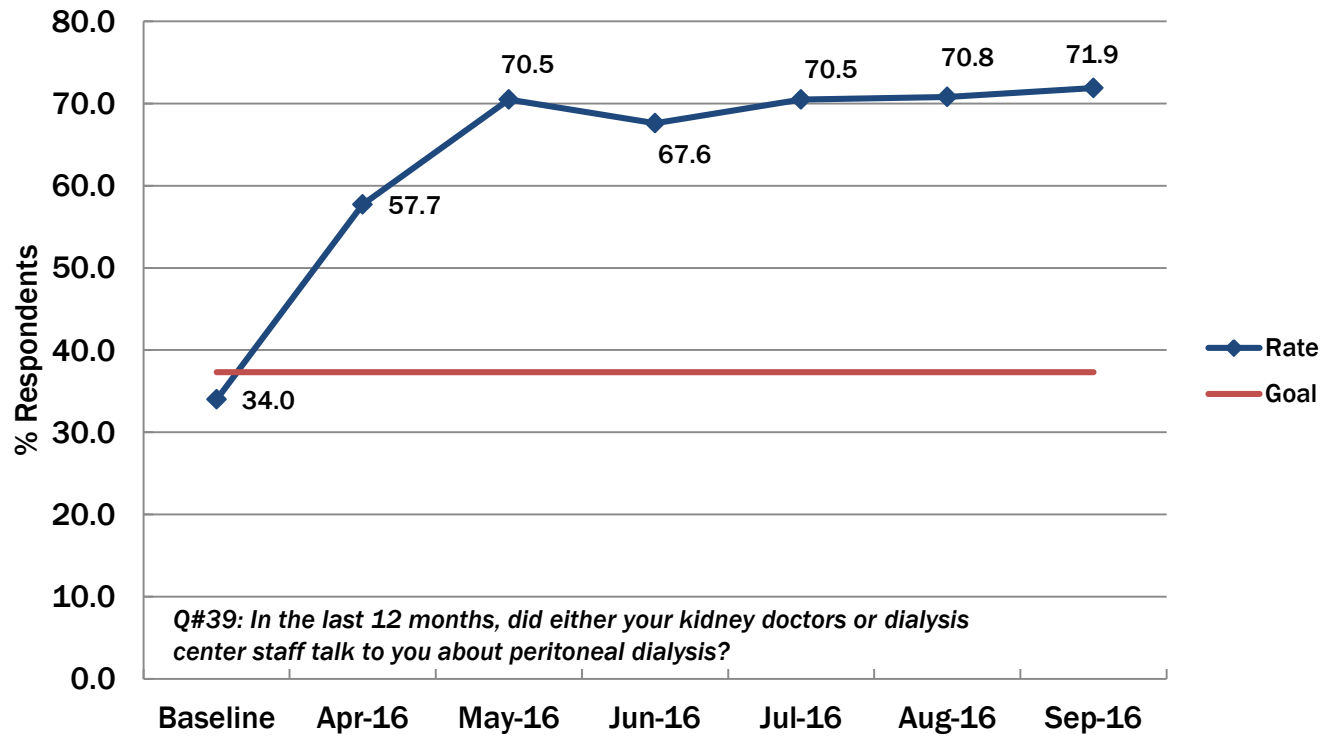
PROJECT RESULTS

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Be the Voice, Be The Change ICH CAHPS QIA
Percent of Patient Respondents who Answered Yes to Question #39
Goal: 5% RI ($\leq 37.3\%$) by September 30, 2016



n=25 Project Facilities



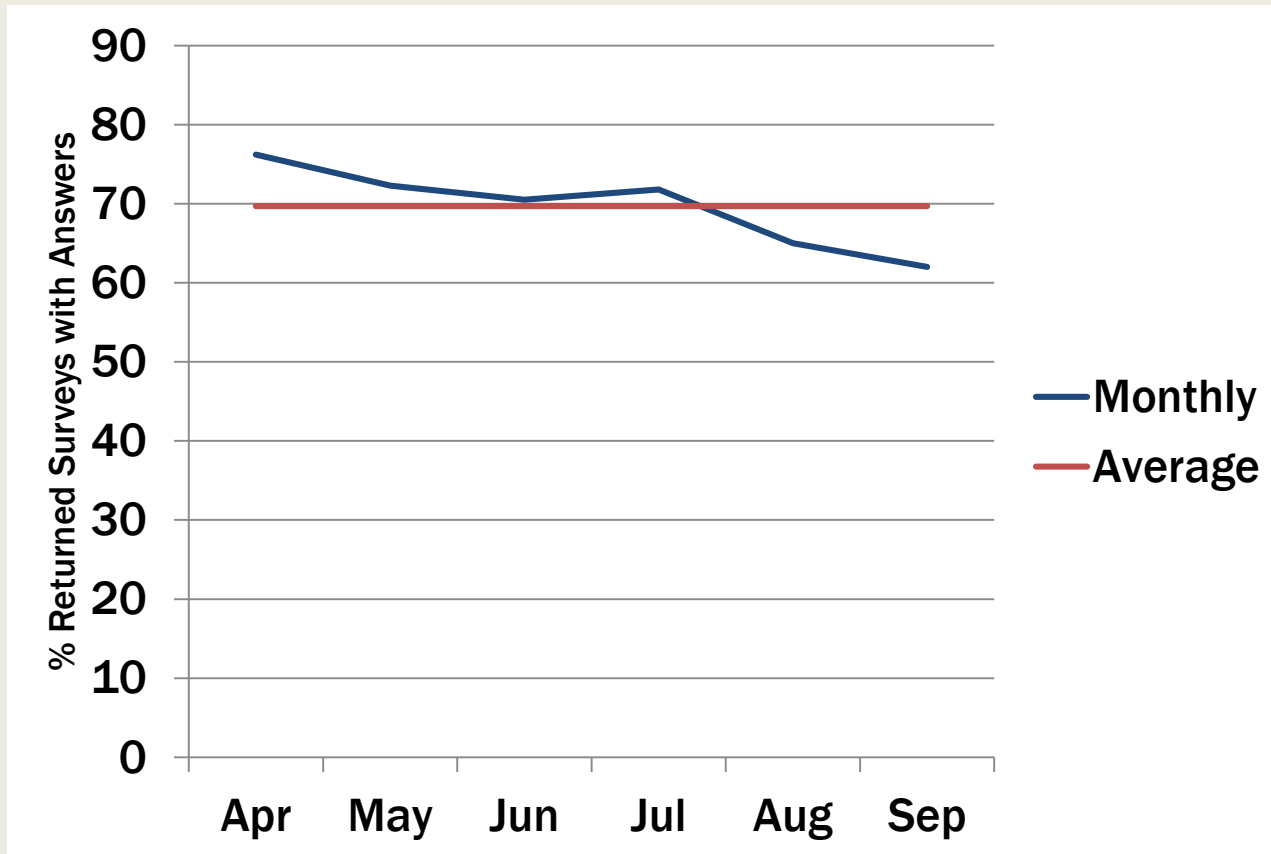
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RESPONSE RATES

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n=25 Project Facilities



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PATIENT INVOLVEMENT

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<http://www.esrdnetwork.org/patients-families/pfcc>



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WHAT WORKED AND WHAT DIDN'T?

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Facilities:

- Please share at least one positive thing that you learned during this project.
- Share at least one thing that worked well during the implementation of this project.
- Share one thing that didn't work well during this project.
- How could you/we improve what didn't work well?



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SMALL GROUP DISCUSSION & FACILITY INTERVENTIONS

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Social Worker spoke to each patient after SGD using Network Patient Engagement flyer

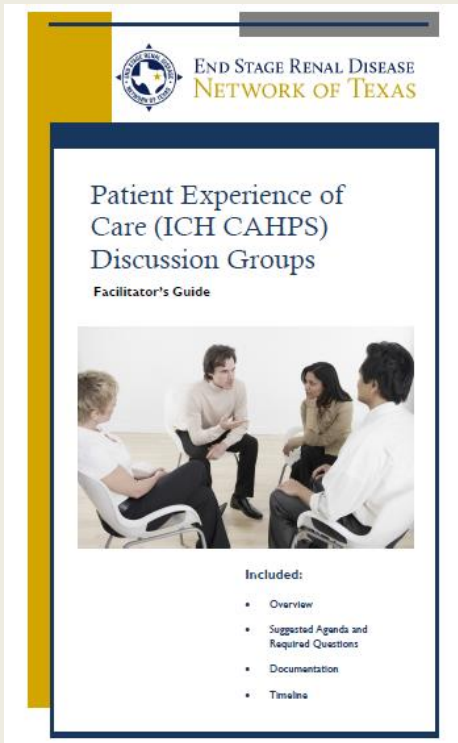
Patients were given Handbook “Kidney Care Choices that Fit Your Health and Lifestyle” accompanied with a video, both provided in English and Spanish

Team approach involving the SW, Nursing, Techs, RDs, and peritoneal patients in presenting home therapy information to in-center hemo patients

Back to Kidney School carnival

Integrated project with regional “ICHHD to PD” campaign where the clinic was asked to identify at least 4 patients who were potential PD candidates

Raising awareness among staff at monthly staff meetings



SUSTAINABILITY AND NEXT STEPS

Be the Voice



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- What are we supposed to do now?
- How are facilities going to sustain gains and lessons learned after completion of the project?



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SUSTAINABILITY PLAN

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- **STEP 1:**
 - Complete this 8 question survey within 10 business days of receipt.
- **STEP 2:**
 - Before submitting this survey, Save and print a copy of this Sustainability Plan to keep at the facility. Right click on your mouse, select the Print option. Then click on the Submit Sustainability Plan button.
- **STEP 3:**
 - Obtain your Regional Manager/Director of Operations/Corporate Leadership's signature and approval on the printed Sustainability Plan.
- **STEP 4:**
 - Send your signed Sustainability Plan to the Network by fax: (972) 331-3659.
- **STEP 5:**
 - Complete this process for EACH QIA your facility participated in ONLY at the time requested by your QIA lead



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10. STANDARDIZATION: In order for this to become the culture, standard, or usual business in your facility, please provide specific examples of how you will hardwire and prioritize these processes into your current system?

(For example: Do you have a policy and procedure, algorithm, checklist, or best practice for these processes and how will you prioritize these interventions into daily work?)

*

11. UTILIZATION: How will you utilize frontline staff and corporate leadership to implement these changes?

(For example: How could your corporate leadership be instrumental in assisting you at the clinic level to maintain gains and positive outcomes from the quality improvement activities that you have participated in?)

*

12. SHARE: How will these new changes, or changes to existing processes, be communicated with - existing staff, new staff, PRN staff, patients and family members? How will feedback be obtained and addressed from each group?

(For example: Do you have a communication plan?)

REMEMBER

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You will have **TEN** business days from receipt of this survey to complete and submit your signed sustainability plan.

<https://www.surveymonkey.com/r/6K9LH9J>



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NETWORK RESOURCES

HOME

OUR NETWORK

CALENDAR

PATIENTS & FAMILIES

PROFESSIONALS

PROVIDER DIRECTORY

DISASTER PLANNING

ESRD LINKS

CONTACT US



MEMBERS

GETT



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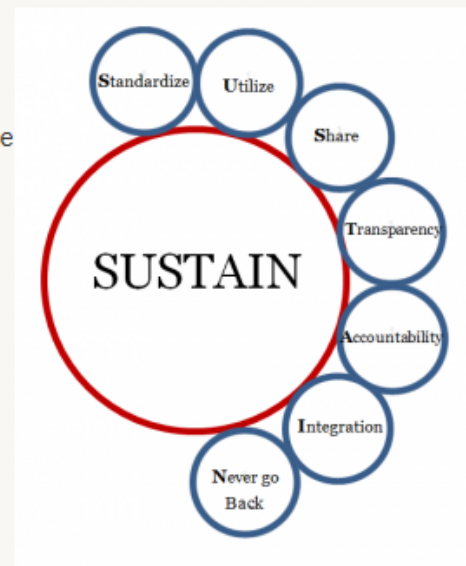


Hold the Gain -SUSTAIN

Sustainability is about ensuring that the improvements you have made will last. In order for these enhancements to be lasting, we must establish a plan for sustainability. We all want these changes and improvements to become part of the culture in your facility.

To maintain the gains your facility has achieved by participating in this QIA, there are important considerations that must be made regarding the processes that have been put into place:

- What can be done to ensure the most successful interventions will become part of the culture in your facility?
- How will you ensure that these steps will continuously support your current processes?
- Will this require that you modify training in your facility?
- How will you track these interventions to ensure improvements in performance measures are sustained?
- If you have a corporate partner, what is their role in supporting this sustainability plan?



SUSTAIN logo

For resources please click [here](#)



REVIEW OF GOALS

Be the Voice



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- Review project goals and achievements
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WEBINAR EVALUATION

For Dialysis Facility Staff and Leaders:

Complete the webinar evaluation via survey monkey link below providing your name, facility name, and 6-digit CMS certified facility number(CCN#). This will serve as record of your attendance (a project requirement) at today's webinar.

<https://www.surveymonkey.com/r/P6PP6QW>

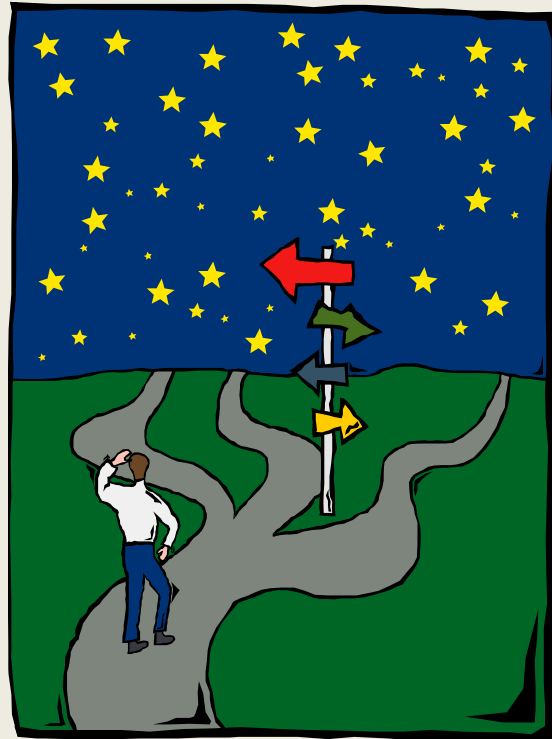


QUESTION AND ANSWERS

Be the Voice



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