

Missing Clinical Data Guide

This guide provides information on how to find missing clinical data in CROWNWeb.

ALL FACILITIES, including those affiliated with a batch submitting organization (DaVita, DCI, FMC, and NRAA), are responsible for verifying that all clinical data is entered for each patient every month in CROWNWeb.

In this guide you will find:

- Things to Know
- Steps to Find Missing Clinical Data
- Resolutions
- Resources

Facility staff are encouraged to review the [Manage Patient Clinical Values course](#) and the [Finding Patients with Missing or Saved Clinical Data video](#) to help them find missing data in CROWNWeb.



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Things to Know

- Your local ESRD Network receives weekly reports from a third-party contractor for the Centers for Medicare & Medicaid Services (CMS) that details your facility's clinical submission rates in CROWNWeb.
- Your local ESRD Network may send "Missing Clinical Data" notices regarding lab values and vascular access data generated from the information in the weekly reports to your facility via fax and/or email.
- The clinical data pulled from CROWNWeb **is not the Network's data**; it is the data entered into CROWNWeb by a facility-level user or a batch submitting organization (BSO) straight from a patient's manual or electronic medical record.
- CMS expects 95% reporting for 95% of patients admitted during a clinical month. This includes transient patients.
- If a patient is admitted to your facility for even one day of a month, that patient will appear on the clinical list. Patients who are missing data may include:
 - One who is admitted to the hospital during a clinical month but is still admitted to your facility in CROWNWeb (or has a discharge date during the month of hospitalization)
 - One who has passed away at the first of a month
 - One who has not been properly discharged from your facility
- For facilities affiliated with a BSO, if a patient's demographic data in CROWNWeb does not match the demographic data in your facility's internal system, treatment and clinical data may not electronically upload.
- Batch submitting organizations may have job aids and "Fix-It" or "Error Monitoring" files that can assist their affiliated facilities with resolving issues that cause missing data.
- Clinical data in "saved" status when a clinical month closes is still missing data.

Visit mycrownweb.org for more information.

Steps to Find Missing Clinical Data

- 1) From the CROWNWeb *Home* screen, click on the **Clinical** tab in the main menu.
 - Your facility should populate in the ⁵**Facility DBA Name** field. If not, click the drop-down arrow and select your facility or enter your facility CMS Certification Number in the ⁵**Facility CCN** field and click **Go**.
- 2) Select the ***Collection Type** for which data you want to check.
- 3) Select the ***Clinical Month** for which data you want to check. (**Note:** Data for closed clinical months cannot be altered.)
- 4) Click the drop-down arrow for the **Display Patients** field and select *Without Clinical Values* (for missing data) or *With Saved Clinical Values* (for saved data).
- 5) Click **Go** next to the **Display Patients** field.
- 6) Click the drop-down arrow for the ***Patient** field. These are your patients with missing (or saved) clinical data for the month and collection type you selected.

Manage Patient Clinical Values

Patient Information			
⁵ Facility CCN	⁵ Facility NPI	⁵ Facility DBA Name	
<input type="text"/>	<input type="text"/>	ZZ CLOSED BMA	<input type="button" value="Go"/>
*Collection Type	*Clinical Month	Last Name Group	Display Patients
Vascular Access	August 2014 (Open)	All	Without Clinical Values
*Patient			<input type="button" value="Go"/>
Select Patient			<input type="button" value="Go Display Patients"/>
Patient Details			
Patient Number	Patient Name	Date of Birth	SSN

Resolutions

To enter the missing data, select a patient from the list; the page will reload, and you will be able to enter the missing values. Then click **Submit** (or **Save** if you still need to find the correct data to enter).

- Patients who treated at your unit, but have *no labs* available for the clinical month **still have vascular access data that must be entered**. You will select individual N/A boxes for the lab values and enter the vascular access data.
- Patients who **did not** treat at your unit, but are *unable to be discharged for a date prior to the beginning of that clinical month* **have no clinical data to enter**. You will select the “No Clinical Data Available For All Collection Types” checkbox and click **Submit**. (If a patient has never treated at your unit, but is showing up on your list, please contact your local ESRD Network.)

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			<input type="button" value="Go"/>
*Patient			
Select Patient			
Patient Details			
Patient Number	Patient Name	Date of Birth	SSN
<input type="button" value="Save"/> <input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Delete"/> <input type="checkbox"/> No Clinical Data Available For All Collection Types			
Clinical Values			

For facilities affiliated with BSOs, you should follow your corporate processes for resolving missing data. This may include downloading and resolving a “Fix-It” file or following a process spelled out in a job aid. If you don’t know where to find these resources or need further instruction, you should contact your BSO help desk.

Resources

Manual verification of the clinical data is a mandatory exercise in the use of CROWNWeb. It ensures that you are complying with the data submission requirements mandated by CMS. For more information on how to find missing clinical data:

- My CROWNWeb—mycrownweb.org
 - [Training course](#)
 - [Training video](#)
 - [CROWNWeb Online Help](#)
 - [CROWNWeb Help Portal](#)
 - [CROWNWeb Data Management Guidelines](#)
- QualityNet Help Desk
 - Phone: 866-288-8912
 - Email: qnetssupport-esrd@hccqis.org
- Your Batch Submitting Organization (BSO)
 - DaVita Help Desk (reached through internal IT applications)
 - [FMC Help Desk](#)
 - [DCI Help Desk](#)
 - [NRAA Help Desk](#)
- The ESRD Network
 - End Stage Renal Disease Network of Texas, Inc. (ESRD Network 14)
 - crownweb@nw14.esrd.net OR 972-503-3215



DO NOT email patient-specific information (Name, SSN, DOB, etc.) to the QualityNet or BSO Help Desk or the Network office.



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