



## Facility Goals from ESRD Network 4, Inc.

July 2009-December 2010

The Centers for Medicare & Medicaid Services (CMS) Federal Register, HHS § 405.2110 to 405.2113, discusses the ESRD Network responsibilities regarding the formulation of Network-specific goals and the dialysis facility's responsibility toward meeting them. As directed by the Secretary, Network 4's Medical Review Board and Board of Directors have set performance goals that every dialysis facility is expected to achieve. The State Survey Agencies utilize Network goals as a guideline during their evaluation process. The finalized Conditions for Coverage (CfC) were taken into consideration during the development of these goals.

### QUALITY IMPROVEMENT

The Centers for Medicare & Medicaid Services (CMS) has established the following Vascular Access goals nationwide:

- Every dialysis facility will have an arteriovenous fistula (AVF) percentage of at least 66%.
- Every dialysis facility will strive to reduce catheter usage to 10% or less.

The Network Medical Review Board (MRB) has established the following Clinical Performance Goals for 2009-2010:

#### **Vascular Access:**

- Working to achieve a Fistula Rate of 66% in the prevalent in-center population
- 100% of Patients with arteriovenous grafts (AVG) will be monitored for stenosis
- 10% or less prevalent patients will utilize a catheter  $\geq$  90 days

**Hemodialysis Adequacy:** Patients will have a Mean Kt/V  $\geq$  1.2 and a URR  $\geq$  65%

**Peritoneal Dialysis Adequacy:** Patients will have a mean Kt/V  $>$  1.7

**Anemia Management:** Patients will have a Mean Hgb  $>$  between 10-12 g/dL, Ferritin  $\geq$  100 ng/ml, and TSAT  $\geq$  20%

**Serum Albumin:** Patients will have a Mean Albumin  $\geq$  4.0/3.7 g/dL (BCG/BCP)

**Mineral Metabolism:** Patients will have a serum calcium-phosphorus product of  $<$ 55 mg<sup>2</sup>/dL<sup>2</sup>

**Immunization:** ESRD patients will be offered immunization against Influenza, Pneumonia, and Hepatitis B

**Quality Assessment and Performance Improvement (QAPI):** The dialysis facility will measure, analyze and track quality indicators, per the Conditions for Coverage.

### COMMUNITY INFORMATION & RESOURCES

**Network Poster:** Every dialysis facility will display the poster in a prominent location within all the patients' view.

**Disaster and Emergency Preparedness:** All facilities will have plans in place (including back-up plans) and share them with physicians, staff members and patients. Quarterly drills are required.

**Qualified and Trained Staff:** The facility staff must meet personnel qualification and demonstrated competencies needed to perform the specific duties of their positions.

**Educational Information:** Resources provided by the Network will be made available to all patients and staff members as appropriate.

**Conflict Resolution:** The dialysis facility will follow the Conditions for Coverage related to conflict resolution, internal grievances process, patients' rights and responsibilities, patient transfer and involuntary discharge.

### ADMINISTRATION

**Network Council:** Facility Representatives (Council Members) will annually provide input to the Network, which evaluates current initiatives, identifies the needs of the facility and community, and includes ideas for future initiatives. Facility Representatives will participate in the annual Board Election and Network Bylaw revisions, as necessary, once the Network 4 merger with Networks 9 and 10 is complete.

**Conditions for Coverage:** Medicare Certification requires that all facilities have complied with the new regulations as of October 14, 2008.

## INFORMATION MANAGEMENT

### **Compliance:**

- **Forms:** All facilities will be 90% accurate and timely with their submission of the 2728 (Eligibility) and 2746 (Death) forms.
  - **PAR (Patient Activity Reports):** All facilities will submit monthly PARs by the 10<sup>th</sup> of the following month
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## NETWORK 4 RESPONSIBILITIES

Network 4 is available to provide the following technical assistance to providers/facilities and patients – Please post this information on the Network 4 Bulletin Board for patients:

- Identify available providers and/or facilities for patients seeking ESRD services (including transient and disaster displaced patients seeking ESRD services) – *We cannot force a facility to accept a patient; we can only identify facilities that are available in the area.*
- Refer those patients seeking ESRD services to the Dialysis Facility Compare Website for additional information
- Assist individuals with ESRD in understanding the information on Dialysis Facility Compare
- Educate dialysis facility professional staff regarding the use of information on Dialysis Facility Compare
- Assist facilities in developing procedures to assess patients for placement in treatment modalities that improve independence, quality of life, and rehabilitation
- Provide patient education regarding kidney transplantation, home therapies, and in-center self-care
- Promote patient education regarding immunizations
- Assist providers/facilities to make timely patient assessment, thereby promoting timely kidney transplant referrals
- Address impediments to referrals and/or transplantation
- Provide education regarding the importance of appropriate advance care planning and assist in developing effective tools to encourage advance planning
- Assist providers/facilities in establishing and promoting rehabilitation goals for referring suitable candidates to vocational rehabilitation programs and/or such programs or activities that enhance independence and quality of life
- Assist providers/facilities in developing appropriate quality improvement plans
- Assist facilities in developing plans for local disasters
- Assist providers/facilities in developing mechanisms for assessing health-related quality of life of patients
- Assist providers/facilities in developing community and patient education programs
- Assist, educate, facilitate and clarify information to facilities regarding CROWNWeb

## NETWORK CONTRACT INFORMATION

- **Hours of Operation:** Monday-Friday, 8:30 a.m.-5:00 p.m. The ability to leave voice mail is available on the main line (412/325-2250) including the toll-free line after hours and on weekends and holidays. Messages left on voice mail are returned the next business day.
- **Toll-Free Telephone Number for Patients Only:** The Network's toll-free telephone number is to be used **exclusively by patients only, 1-800/548-9205**. *Network 4 facilities are required to post this toll-free telephone number on the Network 4 Bulletin Board for patients.*
- **Network 4 Website:** Network 4 has a website to serve as a resource for patients, renal professionals, and the general public. Please visit our website often to learn more about the Network and to access important information – <http://www.esrdnetwork4.org>
- **Communications to Facilities:** The Network will continue to communicate essential information that will affect facilities via mail, email or fax blast to the Facility Administrator. In turn, the Network expects the Administrators to expeditiously forward the information they receive to the staff and/or the Medical Director who has the responsibility for the material.