

## WEBEX CROWNWEB PHASE II KICK OFF SESSION

Tuesday, July 28, 2009  
11:00 AM – 12:30 PM

ESRD NETWORK 4, INC.  
[www.esrdnetwork4.org](http://www.esrdnetwork4.org)

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### NETWORK 4 CROWNWEB PHASE II KICK OFF SESSION

Welcome to the WebEx Kick off session  
for Phase II Implementation.

During this session, we will discuss the  
why, what, and how of CROWNWeb as  
it relates to the work to be done in  
Phase 2.



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### WHY WAS CROWNWEB IMPLEMENTED IN PHASES?

- To ensure that CROWNWeb is a success as it moves from the testing the implementation environment.
- CMS is committed to providing a system that maintains quality, performance and security standards for ESRD Patients.
- CMS also want to learn more about how CROWNWeb systems affects the cost and staffing burdens of dialysis facilities.



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### WHAT IS EXPECTED OF ME?

- Data elements beginning in \*July\* needs to be entered once CROWNWeb Phase 2 goes live on August 3, 2009.
- Any information from June (or prior) not submitted to the Network office for processing will also have to be handled in CROWNWeb.
- Submit hardcopies of data, provide feedback, call helpdesk, and/or participate on CMS conference calls (all of this will be discussed throughout this presentation).



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### WHAT DO I NEED TO DO? -- SIGN ONTO CROWNWEB

- Go to [www.QualityNet.org](http://www.QualityNet.org)
- Click the ESRD Tab
- Click CROWNWeb [LogIn](#) Link
- Enter your Username and Password



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### WHAT DO I NEED TO DO? -- QIPS

QIPS manages access to CROWNWeb

Log onto QIPS, change your password, and answer your security questions so you can manage your own account moving forward

<https://www.qualitynet.org/idm/user/login.jsp>

To add, change or remove access – **Let the Network be your "Security Administrator"**. Complete your forms and send them to the Network office via USPS (return receipt requested certified mail). The Network will log your user, the Role and Scope for the individual, check your form for completeness, enter the form and forward it off to the CROWN Helpdesk. The Network will also manage your users "Role and Scope" in CROWNWeb.



Note: In Phase 2, you will only have "Scope" over the one unit that has been chosen to participate.



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## Forgot My Password

If you forget your password but **have answered at least six of the security questions**, you may reset your password by following this procedure:

1. Click the **"HERE to reset your password"** link. The *Forgot Your Password* screen displays.




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### WHAT DO I NEED TO DO? -- FACILITY DETAILS

- When you first use CROWNWeb, should you edit your Facility Details, there are several fields that are not available in SIMS that CROWNWeb will force you to complete.
- Any update to Facility Details are asked to be completed by the 10<sup>th</sup> day of the following month.
- Continue to submit your facility directory updates in hard copy format to the Network office so we can process this in SIMS.


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### WHAT DO I NEED TO DO? -- PERSONNEL

- All Provider Directory Updates have been made for those units participating in Phase 2.
- You will want to make sure that you have all your physicians who sign forms (CMS-2728 and CMS-2746) in your Personnel List.
- Any updates are asked to be completed by the 10<sup>th</sup> day of the following month.
- Continue to submit your facility directory updates in hard copy format to the Network office so we can process this in SIMS.


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WHAT DO I NEED TO DO? -- CMS-2728 FORM

For both LDO and SDO units ...

- Enter 2728 data
- Print 2728 and sign with a blue-ink for social security office to accept as an "original" form
- Submit the 2728 in CROWNWeb
- File copy of form in patient's medical record
- Fax copy of the 2728 to the Network office at 412/325-1811



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WHAT DO I NEED TO DO? -- CMS-2746 FORM

For both LDO and SDO units ...

- Enter 2746
- Submit the form in CROWNWeb
- File copy of form in patient's medical record
- Fax copy of the 2728 to the Network office at 412/325-1811



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A SPECIAL NOTE ABOUT SUBMITTING FORMS

CROWNWeb does not allow a form to be submitted if it does not pass validations checks. All submitted 2728 and 2746 forms will be accurate, potentially improving your facility's compliance.



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WHAT DO I NEED TO DO? -- PATIENT ADMISSIONS AND DISCHARGES

- Enter admissions and discharges (SDOs)
- Verify batch admissions and discharges (LDOs)



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WHAT DO I NEED TO DO? -- PATIENT TREATMENT INFORMATION

- Enter/change Patient Treatment Information (SDOs) (clinical tab)
- Verify batch Patient Treatment Information (LDOs)
- This is where you record any changes in the patient's modality



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WHAT DO I NEED TO DO? -- PART

For both LDO and SDO units ...

- PART = Patient Attributes and Related Treatment Information
  - You will reviewing & confirming the Patient Attributes and Related Treatment
- PART replaces the current Network Patient Activity Report (NPAR)



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WHAT DO I NEED TO DO? -- CLINICAL AND VASCULAR ACCESS DATA

SDOs

- o Enter clinical data on all patients
- o Enter vascular access on all patients / maintain vascular access information on each patient

LDOs

- o Verify batch submitted clinical and vascular access data



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SPECIAL NOTE ABOUT LDO BATCH SUBMITTERS

Work with Networks and LDO batch submitters to investigate and resolve discrepant data that includes near matches, missing patient clinical data, and incorrect data being accepted into CROWNWeb through batch.



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WHERE DO I GO IF I NEED HELP?

Participants are encouraged to visit [www.ProjectCrownWeb.org](http://www.ProjectCrownWeb.org) for all your training needs and for updates on the progress of the phased implementation of CROWNWeb.

Individual facilities should contact the CROWNWeb Helpdesk for more information at 1-888-ESRD-HD1 or [ESRDHD1@esrd.net](mailto:ESRDHD1@esrd.net)

Network 4 website will be updated regularly as well: [www.esrdnetwork4.org](http://www.esrdnetwork4.org)



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## CSC AND CROWNWEB HELPDESK

CROWN Helpdesk will continue to process QIPS Account Forms and activate accounts for all users per system availability




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## FINAL NOTE FOR PHASE II USERS

CROWNWeb Release 1.1.3 will officially come online for Phase 2 Users – August 3, 2009

[www.qualitynet.org](http://www.qualitynet.org) → Click “ESRD” Tab → Click CROWNWeb Login

Use the special “CROWNWeb Phase 2 Fax Cover Sheet” when you send information to the Network office.

**CROWNWeb Phase 2 FAX COVER SHEET**

To: ESRD NETWORK 4 INFORMATION SYSTEMS  
 Attention: Florida Lockbox  
 From: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Reason: \_\_\_\_\_  
 Re: Monthly Hematology Material Submissions to Network 4 in Support of CROWNWeb Phase 2

Please fill in the number of facility websites you are using in the Network Office. This information must be entered in 2009 in the Network Office in order to bring QIPS current with all CROWNWeb Phase 2 activity. See for details: 10/12/08/09

Form Type	# of Facilities	# of Network Systems
CMS-1753 Forms		
CMS-2746 Forms		
Network Patient Activity Reports (NP/HR)		
Facility / Personnel Updates		
Monthly Vascular Access Utilization (Collection Form) (ESD-246a Doc)		
Monthly Patient Specific Lab Results (optional)		
CROWNWeb Phase 2 - Facility Facility Feedback		

Remember: All fields are due by the 10<sup>th</sup> of each month.




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## WRAP UP

- o Make sure your ID works
- o Check/Update your Facility Info and Personnel as needed
- o Put patients in (admissions and CMS-2746 forms) as needed
- o Take patients out (discharges and CMS-2746 forms) as needed
- o Add/Check Clinical & Vascular Access Data monthly
- o Verify patient list monthly
- o Send Feedback and Documentation to the Network weekly
- o Contact the Helpdesk as needed
- o Participate on calls as desired




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THANK YOU



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