



ESRD Networks 7, 13, 15, 17

Support Gainful Employment Quality Improvement Activity (QIA)

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End Stage Renal Disease (ESRD) Network 17
January 15, 2020

Webinar Attendance

To verify facility attendance:

- Message the host via the chat function with the name of the facility and attendees.

Or

- Send an email after the call with the name of the facility and attendees to JChaine@hsag.com.

Agenda

- Introduction
- Inclusion criteria
- QIA goals
- Employment network (EN) and vocational rehabilitation (VR) overview
- QIA interventions and activities
- QIA reporting dates and information
- Quality Assessment and Performance Improvement (QAPI) activities
- Facility Patient Representative (FPR) program overview
- QIA best practices
- QIA tools and resources
- Questions

QIA Introduction

Introduction

- The Centers for Medicare & Medicaid Services (CMS) and the Network have established goals to improve the quality of life (QOL) for dialysis patients by increasing the number of patients that go back to work or school.
 - Working promotes improved QOL for patients and increases patient positivity by:
 - Creating routines.
 - Maintaining a healthy lifestyle.
 - Increasing income and independence.
 - Promoting a sense of purpose.
 - Enhancing social interaction.
 - Reducing risk for depression.

Introduction (cont.)

- According to a study published by the Clinical Journal of the American Society of Nephrology (CJASN):
 - The employment rate among dialysis patients has declined over the past two decades and is considered to be low.
 - Between 1996–2013, about 23–24 percent of patients between the ages of 18–54 years who started on dialysis were employed.
 - 38 percent of patients who were employed six months prior to being diagnosed with kidney failure stopped working by the time they initiated dialysis.

QIA Inclusion Criteria

QIA Inclusion Criteria Details

Facilities selected for this QIA include:

- 10% of patients in the Network service area.
 - 25 facilities and 3,038 patients.
- Facilities with a VR referral baseline rate of 0%.
 - VR data is based on January–September 2019 CROWNWeb data.
- Facilities that are not participating in any other Network QIAs.

QIA Goals

QIA Goals in Detail

- Screening and monitoring 100% of the facility's patients who are between the ages of 18–64 years for EN and/or VR services
- Increasing the number of patients between the ages of 18–64 years who are referred to EN and/or VR programs, by at least 50% from the facility baseline rate
- Increasing the rate of patients between the ages of 18–64 years who are receiving EN and/or VR services, by at least 1 percentage point from the facility baseline rate

EN and VR Overview

Ticket to Work and EN Overview

- Ticket to Work is a no-cost federal program for individuals receiving disability benefits from Social Security that assists with EN placement.
 - There is an application process that patients must complete for Ticket to Work.
- ENs are public or private organizations that contract with Social Security to provide no-cost employment support services and career planning to Social Security disability beneficiaries ages 18–64 who qualify for the Ticket to Work program.

VR Overview

- VR programs:
 - Provide services to help with job training, employment accommodations, resume development, and job-seeking skills coaching.
 - Are located in various geographic locations.
- Barriers to VR programs can include:
 - Little or no funding.
 - Inconvenient location for patients.
 - Long waitlists.
 - Lack of program staff.

If barriers to VR programs exist in your area, referrals to Ticket to Work and other work services should be completed.

QIA Interventions and Activities

QIA Interventions and Activities (Pt. 1)

- Completing monthly reporting to the Network via SurveyMonkey
- Identifying a QIA lead person (the social worker is recommended)
- Establishing a process to educate and refer patients for EN and/or VR services, including the Ticket to Work program
- Using a tracking tool to monitor and follow up on EN/VR status of eligible patients between the ages of 18–64 years
 - As part of the facility tracking process the facility will:
 - Identify the patients between the ages of 18–64 in the facility who are eligible for EN/VR services.
 - Review, enter, and verify CROWNWeb VR status for each patient between the ages of 18–55 (CROWNWeb age limit to enter VR status is up to 55 year of age).

QIA Interventions and Activities (Pt. 2)

- Assigning two CROWNWeb users to ensure accurate EN/VR data entry into CROWNWeb
- Partnering with local EN/VR service providers to support referrals, overcome patient barriers, and distribute resources as needed
- Reviewing QIA progress, trends, and barriers each month in QAPI meetings
- Participating in one-on-one calls with the Network to review barriers and successes
 - The Network may conduct a site visit to your facility to review QIA progress.

QIA Interventions and Activities (Pt. 3)

- Attending Learning and Action Network (LAN) meetings and implementing best practices identified in the LAN
 - The LAN will be hosted by the ESRD Network.
 - The first LAN meeting is TBD.
- Incorporating the FPR into facility interventions and activities
 - Will discuss in further detail later in the webinar

QIA Reporting Dates and Information

QIA Reporting Dates

- Submit monthly QIA reporting to the Network via SurveyMonkey links by the **5th of each month**.
 - A new SurveyMonkey link will be emailed approximately 2 weeks before the monthly submission due date (i.e., the 5th of the month).
 - The **exception** to this monthly due date is the first (January) monthly QIA reporting deadline, which is **January 24, 2020**.
 - The January QIA reporting SurveyMonkey link will be emailed to you following this webinar.

QIA Reporting

The Network *EN/VR Tracking Tool* will assist you with your monthly reporting to the Network via the SurveyMonkey link.

Support Gainful Employment QIA Monthly Tracking Tool

Instructions: Complete the information in the tracker below for the patients ages 18–64 in the facility. **Please fill in the number of patients pertaining to these fields to assist you in completing the monthly QIA reporting to the Network via SurveyMonkey®:**

of patients ages **18-64 years**: _____ # of patients **screened** and **educated** for VR/EN: _____

of patients **referred** for VR/EN: _____ # of patients **attended/currently in** VR/EN: _____

Person entering VR/EN data into CROWNWeb: _____

Patient	Patient screened & educated on VR/EN services? (Yes/No)	Patient referred to VR/EN services? (Yes/No)	Date patient was referred to VR/EN services	Patient attended VR/EN services? (Yes/No)	Date patient attended VR/EN services	Name of VR/EN services used (includes Ticket to Work)	VR statuses of Referred and Currently in reviewed & entered in CROWNWeb? (Yes/No)	Notes (i.e barriers, successes, etc.)
	Yes/No	Yes/No		Yes/No			Yes/No	
	Yes/No	Yes/No		Yes/No			Yes/No	
	Yes/No	Yes/No		Yes/No			Yes/No	
	Yes/No	Yes/No		Yes/No			Yes/No	
	Yes/No	Yes/No		Yes/No			Yes/No	

CROWNWeb Reporting Instructions (Pt. 1)

- Patient VR status is located on the **PATIENTS** tab in CROWNWeb.

The screenshot shows the CROWNWeb interface with the following sections:

- Navigation:** Home, Quality Programs, My Reports, Help, CROWN Home, **PATIENTS**, Clinical, Facilities, Form 2744, CROWN Reports.
- Left Sidebar:** Search Patients, Edit Patient, View Patient Attribute History, Admit/Discharge Summary, 2728, Clinical Data Summary, Admit Patient, Gap Patients, PART, Action List.
- Version Number:** CROWNWeb 5.1.5-v1.14
- View Patient Attributes:**
 - Key Patient Info:** Patient's First Name, ME: A, Patient's Last Name, Suffix, Date of Birth, Gender, Medicare Beneficiary Identifier, SSN, Medicare Claim Number, Ethnicity: Hispanic or Latino, Patient's Self Reporting of Race and Ethnicity: Self Reported by Patient. Submit Date: 10/08/2018.
 - Race (check all that apply):** White, Native Hawaiian or Other Pacific Islander, Asian, American Indian/Alaska Native, Black or African American.
 - Tribe and Origin:** Name of Enrolled/Principal Tribes, Country / Area of Origin: UNITED STATES.
 - Patient Contact Info:** Do Not Contact . **Mailing Address:** Line 1, Line 2, Zip Code, City, State: CA. **Physical Address (Same as Mailing Address):** Line 1, Line 2, Zip Code, City, State: CA, County.
 - Phone / E-Mail Address:** Home, Cell, Work.

CROWNWeb Reporting Instructions (Pt. 2)

Once on the **Patient** tab, the 5 steps for reporting VR status are:

1. Click [**Search Patients**].
2. Click the [patient's **UPI**] to populate the **Patient Attributes Page**.
3. Click [**EDIT**] patient and scroll to the **Misc Info** section.
4. Enter [**VR**] or [**Employment Status**] in the drop down box.
5. Click the [**Submit**] button.

CROWNWeb Reporting Instructions (Pt. 3)

The VR status can be found by scrolling to the **Misc Info** section in CROWNWeb.

Misc Info		
	Current Status	Effective Date
Citizenship	US Citizen	11/30/2015
Medicare Enrollment	Currently enrolled in Medicare Coverage	02/03/2012
Employment		
School		
Vocational Rehabilitation		

Medical Info	
Effective Date:	10/08/2018
Primary Cause of Death	
Date of Death:	N/A
Death Code:	
Death Description:	
2728 / ESRD Medical Evidence Form	
Date Regular Chronic Dialysis Began:	06/19/2002
Primary Cause of Renal Failure:	5829 - Glomerulonephritis (GN) (histologically not examined)

CROWNWeb Reporting Instructions (Pt. 4)

Enter VR status in this drop-down box.

	Current Status	Effective Date
Citizenship	US Citizen	11/30/2015
* Medicare Enrollment	Currently enrolled in Medicare Coverage	02/03/2012
Employment		
School		
Vocational Rehabilitation	<div style="border: 1px solid black; padding: 2px;">Referred to VR Currently in VR Completed VR Not Eligible for VR Declines VR</div>	

Medical Info

* Effective Date: 12/18/2018

Primary Cause of Death

Date of Death: mm/dd/yyyy

Death Code: [Lookup Death Codes](#)

Death Description:

2728 / ESRD Medical Evidence Form

Date Regular Chronic Dialysis Began: 06/19/2002

Primary Cause of Renal Failure: 5829 Glomerulonephritis (GN) (histologically not examined)

IMPORTANT REPORTING TIP:

- VR status is required to be entered when the patient is **referred**.
- VR status is required to be entered **again** when the patient is “Currently in VR,” or receiving services.

QIA QAPI Requirements

Monthly QAPI Meetings

- Facilities are required to review the QIA in monthly QAPI meetings.
- The following topics should be reviewed in QAPI by the interdisciplinary team:
 - Barriers to EN and/or VR education, referrals, and participation.
 - QIA interventions and progress towards goal.
 - FPR involvement in the QIA.
 - Collaboration with EN and/or VR programs.

Support Gainful Employment QIA QAPI Form

QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT (QAPI) QUALITY IMPROVEMENT ACTIVITY (QIA) MONITORING FORM Support Gainful Employment of the End Stage Renal Disease (ESRD) Patient

Date of QAPI Meeting: _____

Contacted VR/EN Program: Yes No

Facility Patient Representative (FPR) Present: Yes No

Goal Met: Yes No

Monitoring Metrics (Number of Patients by Month)												
Number of Patients:	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
Between the ages of 18–64 years												
Screened for vocational rehabilitation (VR)/employment network (EN) services between the ages 18-64 years												
Referred to VR and/or EN services between the ages of 18-64 years												
Currently receiving VR and/or EN services between the ages of 18-64 years												
Monthly Total Percentages:												
Percent of patients referred (# referred/# of patients ages 18-64 years)												
Percent of patients currently receiving (# receiving/# referred)												

QIA QAPI Form Questions

What QIA interventions have been implemented at the facility this month: |
(including recommendations from the Learning and Action Network (LAN) calls)

What interventions were successful? _____

After implementing the interventions, what barriers remain for educating and referring patients to VR and/or EN services? _____

Feedback from patients not interested in VR and/or EN services or feedback from FPR: _____

What is the facility's plan for the next month (i.e. contact VR and/or EN program(s), actions to address barriers above, involve the FPR, etc.)? _____

Facility Administrator/Date

Facility Medical Director/Date

FPR Program

What Is the FPR Program?

- The FPR program is a patient-centered approach to spread educational information to patients, provide peer-to-peer support, and provide additional support for staff at the dialysis facility.
- An FPR can be:
 - A patient currently on dialysis.
 - A patient who has had a kidney transplant.
 - A dialysis patient caregiver.
 - A volunteer at his/her dialysis facility or another facility in his/her area.

What Is the FPR Role?

FPRs may:

- Act as the “patient voice” by addressing patient interests, concerns and providing new ideas and QIA feedback during monthly QAPI meetings.
- Hand out the Network 17 Patient Newsletter: <http://www.hsag.com/NW17PatientNewsletter>
- Distribute QIA educational materials.
- Act as a greeter for newly admitted patients.
- Act as a peer mentor to support patients through the EN and/or VR process.
- Assist with QIA interventions or other activities to meet the needs of the facility.

FPR Program Resources

- The FPR Guide explains the role of an FPR, including FPR selection criteria, how FPRs can assist the Network, what is expected of an FPR and more.
 - <https://www.hsag.com/contentassets/57fa392060b1488fbafda0bd076319dc/nw17nprguidefinal508.pdf>
- The FPR Recruitment Flyer
 - <https://www.hsag.com/contentassets/57fa392060b1488fbafda0bd076319dc/nw17nprflyerfinal508.pdf>
- The FPR Agreement Form
 - <https://www.hsag.com/contentassets/57fa392060b1488fbafda0bd076319dc/2019nw17npragrmntformqiafnl508.pdf>

QIA Best Practices

QIA Best Practices (Pt.1)

Best practices for successful completion of the QIA include:

- Offering appointment times that accommodate patients' work schedules.
- Educating patients and families about the benefits of working and avoiding disability, when possible.
- Partnering with local EN/VR programs.
- Referring patients to the Ticket to Work program, when local EN and/or VR programs are unable to provide services to patients.
- Enhancing efforts to educate patients, family, and staff by posting educational bulletin boards and hosting Lobby Days.
- Incorporating the FPR in QIA interventions.

QIA Best Practices (Pt.2)

Best practices for successful completion of the QIA include:

- Implementing a tracking process to monitor:
 - Patient interest in EN and/or VR services.
 - Patient referral to EN and/or VR services.
 - Patient attendance to EN and/or VR services.
 - CROWNWeb VR status.
- Ensuring VR status is updated in CROWNWeb once the patient is referred and once the patient is receiving services.
- Identifying at least one QIA lead person.

QIA Tools and Resources

QIA Tools and Resources (Pt.1)

The Network will distribute these QIA tools and resources via email and the HSAG: ESRD Network 17 website (<https://www.hsag.com/en/esrd-networks/esrd-network-17/quality-improvement-activities-for-2020/supporting-gainful-employment-of-esrd-patients/>) to support your success throughout the QIA:

- *Could You Be Ready for Work or School?*
 - <https://www.hsag.com/contentassets/3ae5f5297c6c479493aa4c958b462abc/nw17readyforworkorschool508.pdf>
- *Tips for Engaging Patients and Hosting a Successful VR and EN Lobby Day*
 - <https://www.hsag.com/contentassets/3ae5f5297c6c479493aa4c958b462abc/vrtipsengagingptslobbyday508.pdf>
- *Interested in Returning to Work or School?*
 - <https://www.hsag.com/contentassets/3ae5f5297c6c479493aa4c958b462abc/vrenpromoflyercafinal508.pdf>
- *Peter's Success Story*
 - <https://choosework.ssa.gov/library/peter-success-story>
- *Debunking the Three Biggest Myths about Disability and Work*
 - <https://choosework.ssa.gov/library/debunking-the-three-biggest-myths-about-disability-benefits-and-work>
- Ticket to Work marketing materials
 - <https://yourtickettowork.ssa.gov/resources/marketing-materials.html>

QIA Tools and Resources (Pt.2)

- *VR CROWN Web Aid*
 - <https://www.hsag.com/contentassets/3ae5f5297c6c479493aa4c958b462abc/nw17supportgainfulempcrownwebnew.pdf>
- *EN/VR QAPI QIA Form*
 - <https://www.hsag.com/contentassets/3ae5f5297c6c479493aa4c958b462abc/nw17vrenmonthlyqapireview508-1.pdf>
- *Working on Home Dialysis: What Dialysis Staff Should Know*
 - <https://www.homedialysis.org/news-and-research/blog/270-working-on-home-dialysis-what-dialysis-staff-should-know>
- Ticket to Work Incentives Seminar Event (WISE)
 - <https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html>

VR Resources by State

- California Department of Rehabilitation:
<http://www.dor.ca.gov/>
- Hawaii Division of Vocational Rehabilitation:
<http://humanservices.hawaii.gov/vr/>

Ticket to Work

- Ticket to Work website: <https://choosework.ssa.gov/>
- Ticket to Work phone number for patient applications: **1.866.968.7842**
- Work Incentives Seminar Event (WISE) webinars:
Provide information about how to navigate the Ticket to Work program, such as choosing the right service provider.
 - Archived Wise webinars:
<https://choosework.ssa.gov/webinars-tutorials/webinar-archives.html>

Other Resources

- American Job Centers:
<https://www.careeronestop.org/localhelp/americanjobcenters/find-american-job-centers.aspx>
- Goodwill Industries International, Incorporated:
<http://www.goodwill.org/>
- Disability Organization Network:
<http://disabilityorganizing.net/about-donetwork/>
- Hire Abilities Hawai'i:
<http://www.hireabilitieshawaii.org/about/>

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HSAG: ESRD Network 17 QIAs:

<https://www.hsag.com/en/esrd-networks/esrd-network-17/quality-improvement-activities-for-2020/>



ESRD Networks 7, 13, 15, 17

Thank you!

HSAG: ESRD Network 17:

<https://www.hsag.com/en/esrd-networks/esrd-network-17/>

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Questions

