

## Health Services Advisory Group (HSAG) The Florida End Stage Renal Disease (ESRD) Network (Network 7)

# The Roles of Network 7 and the State Survey Agency (SA) in Monitoring Dialysis Care for Florida

As one of 18 ESRD Networks in the United States and its territories, **HSAG: The Florida ESRD Network (Network 7)** serves over 400 facilities and 30,000 patients. The Network assists its ESRD facilities, patients, and other providers of ESRD services, to ensure that ESRD patients receive the right care at the right time.

**Florida's State Survey Agency (SA)**, frequently referred to as "the state," is The Agency for Healthcare Administration or AHCA.

### What is the difference between the "state" and the Network?

The "state," or SA, is **regulatory** and conducts certification, re-certification, and complaint surveys of dialysis facilities. These surveys verify that facilities are following the minimum health and safety rules that all Medicare and Medicaid participating dialysis facilities must meet, as set forth in the ESRD Conditions for Coverage (CfCs). By conducting and following-up on these surveys, AHCA, as the SA for Florida, ensures that ESRD patients receive safe, high-quality care.

The **Network promotes** and **supports** dialysis facilities in the provision of quality dialysis care and the achievement of positive health outcomes for dialysis patients. It assists facilities with quality improvement efforts by providing educational materials for both staff and patients; and acts as a mediator between facilities and patients in the event of disagreements or grievances. The Network sometimes collaborates with the "state" to achieve these ends.

### How can Network 7 assist and support you?

The Network can:

- Share its knowledge of the CfCs and best practices from other facilities, and ESRD Networks, in order to help you achieve the best possible health outcomes at your facility.
- Provide quality improvement (QI) advice, tools, and resources to assist with dialysis-related topics.
- Educate patients regarding the standard of care for dialysis, and what is reasonable to expect in a dialysis facility.
- Mediate between your facility and patients to resolve grievances, help improve care, and enhance the patient experience.

### Why call the Network for a consult?

Reaching out to the Network for a consult and working proactively:

- May help a facility avoid being issued a deficiency or condition during a survey.
- Shows the state and the Network that your facility is actively pursuing quality improvement.
  - This is especially helpful in the event the state inquires as to whether you have called the Network in the course of trying to address an issue in your facility.

## Does the Network ever call the SA without telling you?

If you notify the Network of an event that interrupted treatment, such as a water pump failure or a fire, the Network may encourage you to self-report the incident to the state. Depending on the severity of the event, the Network may contact the SA, CMS and/or the Kidney Community Response Program (KCER) to report the event.

If, in the course of patient or facility contact, the Network becomes aware of any practice at your facility that constitutes immediate risk to patients or staff, it is mandated to contact the state for further investigation.

ESRD—Top 10 Most-Cited Deficiencies in Florida January 1, 2016– December 31, 2016*			
Rank	Tag Number	Description	Frequency
1	V0113	IC—Wear Gloves/Hand Hygiene	47
2	V0543	Manage Volume Status	34
3	V0544	Achieve Adequate Clearance	24
4	V0122	IC—Clean, Disinfect Surfaces and Equipment/Written Protocols	20
5	V0147	IC— Staff Education Catheters/Catheter Care	18
6	V0403	PE— Equipment Maintenance—Manufacturer's DFU	17
7	V0504	Assess B/P and Fluid Management Needs	14
8	V0402	PE— Building—Constructed/Maintained to Ensure Safety	14
9	V0503	Appropriateness of Dialysis Rx	13
10	V0726	Medical Records—Complete, Accurate, Accessible	13
<b>TOTAL</b>			<b>214</b>

\*For more information, link to CMS Survey Preparatory Tools: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Dialysis.html>