

ESRD Network 12 Participation Commitment for 2020

Attention Dialysis Facility Administrator, Medical Director, and All Patient Care Team Members

Please take a moment to review this commitment document as it outlines the expectations from ESRD Network 12. We ask that you and your team review this together, complete an attestation stating that you have received it, and continue to partner with us as we strive to improve the delivery and experience of renal replacement therapy for kidney patients in Iowa, Kansas, Missouri and Nebraska.

ESRD Network 12 Participation Commitment for 2020

ESRD Network 12 is committed to assisting dialysis clinics improve quality and enhance patient care. We do this by providing technical assistance, developing resources and sharing education in support of our Statement of Work* with the Centers for Medicare & Medicaid Services (CMS) and our mission to create high-value, mutually-beneficial and collaborative relationships with kidney health stakeholders.

** Supported by 42 CFR Part 494.180(i) [Dialysis Facility Conditions for Coverage] and 42 CFR Part 482.104(c) [Transplant Center Conditions of Participation] of the Department of Health and Human Services regulations.*

ESRD Network 12 Agrees To:

- Provide clear project updates, timely requests for facility input, and complete messaging through our electronic newsletters, social media accounts and direct-to-facility communications
- Build relationships with national, regional, and local stakeholders – including patient partners
- Facilitate the resolution of patient grievances and to provide technical assistance for facility concerns including patient access to care barriers
- Provide technical assistance for quality improvement and patient engagement activities
- Partner with our community to drive change and meet CMS goals

All Medicare Certified Dialysis Facilities in Network 12 Service agree to:

- Meet Network goals
- Participate in Network activities as directed by CMS – including attending Network Council meetings
- Use treatment settings most compatible with the successful rehabilitation of the patient and improvement of their quality of life
- Promote the Network Patient Representative Program through recruitment and support at the dialysis facility
- Strive to enhance the patient experience through shared decision making and patient engagement
- Serve as a change champion

Call to Action: Review this information with your care team during your next Quality Improvement Meeting or Staff Huddle.

Have your Facility Administrator submit the online attestation:
<https://www.surveymonkey.com/r/2020QCpledge>

Record of Submission to Network:

Date: _____

By: _____

Note: Keep this copy on file to show your pledge of commitment to present to the State should they perform a survey.

Please make sure you and your care team at the dialysis facility are knowledgeable of the following:



Advancing American Kidney Health Initiative

The goals of this initiative include:

- Reduce risk of kidney failure
- Improve access to treatment options for kidney failure
- Increase access to kidney transplants

<https://www.cms.gov/newsroom/press-releases/hhs-transform-care-delivery-patients-chronic-kidney-disease>



Definition of a Grievance (from CMS), requirement for an anonymous grievance process, and the Network's grievance process

A separate memo has been shared with all units that provides more detail. An additional attestation will be required for this task. The Network is hosting a Grievance Update Webinar on Jan. 30 that explains these requirements. The webinar will include a patient perspective and data overview of the grievances processed by the Network last year, the CMS Grievance Definition, Network process, and best practices to improve the grievance process and patient experience. Register Today!



Involuntary patient discharge/transfer sanctioned reasons and the Network's procedures

Our team continues to actively seek ways to assist with reduction in involuntary discharge/transfers. These resources aim to assist in identifying and working with patient situations.

<http://esrdnetwork12.org/providers/patient-services/access-to-care-involuntary-discharge/>



ESRD Network 12 and the State Survey Agencies work together to ensure quality care and safety

A letter detailing our collaborative relationship is available for download on our Network Goals page: <http://esrdnetwork12.org/about/mission-and-goals/>

Participation in Network activities is a condition of approval to receive Medicare reimbursements for the provision of ESRD service. Failure to comply may result in sanctions by CMS.



ESRD Quality Incentive Program (ESRD QIP) and CMS-designated systems

(e.g., CROWNWeb, NHSN, DialysisData.org, Dialysis Facility Compare)

Visit www.QualityNet.org/ESRD for more information. Be sure that all personnel data is complete and updates are made timely and recorded in CROWNWeb for your facility. The Network uses CROWNWeb personnel to send directed communications to facilities. At a minimum, each facility should have the following job codes with active personnel: Facility Administrator, Facility Representative, Facility Medical Director, Facility Head Nurse/Nurse Manager, Facility Social Worker and Facility Data Contact.



My Kidney Kit

Every dialysis facility in the Network 12 region should have an easel-style binder filled with laminated patient-centered education materials. You can find these pages translated into Spanish online, available at <http://www.MyKidneyKit.org>.



Patient Engagement Calendar

Look for the 2020 Patient Engagement Calendar to be delivered to your facility or download at: <http://esrdnetwork12.org/providers/quality-improvement/patient-engagement/>



ESRD Network 12 Website

Turn to our website for facility staff and patient level resources. <http://esrdnetwork12.org>



Network Goals

As directed by CMS through the ESRD Network Statement of Work, ESRD Network 12's Medical Review Board has set performance goals that every dialysis facility is expected to achieve. <http://esrdnetwork12.org/about/mission-and-goals/>

For more information or to file a grievance, please contact
 Qsource ESRD Network 12 | 920 Main, Suite 801 | Kansas City, MO 64105
 Toll-Free Patient Line: (800) 444-9965
ESRDNetwork12@qsource.org

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