

# Facility Technical Assistance

## What is a Technical Assistance Appointment?

A technical assistance (TA) appointment allows the ESRD Network to provide guidance and support to help your facility meet compliance requirements, improve patient outcomes, and implement best practices. TA appointments can be requested by your facility or the ESRD Network to provide individualized assistance based on your facility's specific needs.

TA appointments are designed to support you, not overwhelm you. The aim is to help you break down large tasks into manageable steps and guide you through the process. You don't have to do everything at once, and you're not expected to have all the answers.

Your Quality Improvement Advisor is here to provide practical solutions, answer your questions, and ensure you feel confident moving forward. By focusing on one step at a time, you'll be able to make progress without feeling burdened by the bigger picture.

## Cohort TA Appointment

This appointment is required for facilities that have been selected to participate in a Quality Improvement Activity (QIA). The appointment focuses on introducing participants to the QIA while addressing individualized needs.

## General TA Appointment

This appointment can be requested by either the ESRD Network or a facility and focuses on a specific topic to support individualized needs and challenges of the facility. It is designed to be flexible and responsive to the situation at hand.

## Onsite TA Appointment

The onsite visit is a special TA appointment in which facilities selected by CMS are visited by an ESRD Network Quality Improvement Advisor. The primary goal of the onsite visit is to collaborate with the facility to identify a focused QIA initiative, ensuring the facility can implement a meaningful and measurable improvement activity.

## Partnering for Success

TA appointments are valuable resources designed to provide individualized support tailored to each facility's unique needs and focused on helping you succeed. TA appointments are meant to alleviate the stress of uncertainty by offering step-by-step support, ensuring that you're never left to navigate challenges on your own.

Don't hesitate to schedule or participate in a TA appointment – it's a collaborative opportunity to enhance patient care and improve outcomes with expert guidance every step of the way.

## Comparison of TA Appointment Types and Activities

Activity	Cohort TA	General TA	Onsite TA
Introduction to PDSA Cycle	Yes	As Needed	Yes
Data Review	Yes	As Needed	Yes
Discuss Successes and Barriers. Address Questions	Yes	Yes	Yes
Facility Tour	No	No	Yes
Staff Huddle Participation	No	No	Yes
Pre-Survey	No	No	Yes
Virtual Pre-Visit Appointment	No	No	Yes