



HEARTLAND HEADLINES

2011 Annual Educational Conference Highlights

Heartland Kidney Network kicked off the 2011 Annual Educational Conference at the Kansas City Marriott Downtown, January 12-14, 2011. The week started with three Pre-Conference Workshops held on January 12, 2011 which included an Administrator Workshop, Vascular Access Evaluation & Cannulation Training/PCT Certification 101 Workshop, and Explore Transplant One-Day Training. On the evening of January 12th, the designated Network Facility Representatives and Board Members attended the Annual Business Meeting and Awards Ceremony where several facilities and individuals were recognized for their remarkable achievements in 2010. This invitation only event set the stage for this year's Educational Conference overarching theme "Best Practices in Renal Therapy." While the attendance of the Educational Conference continues to grow each year, 2011 reached an all-time record of over 550 participants, Board members, staff and exhibitors who participated throughout the week's events.

The 2011 Heartland Kidney Educational Conference: *Best Practices in Renal Therapy* offered a unique learning environment for anyone working in the dialysis community. Attendees began their first day of education with a General Session, starting with a patient centered theme on "A Patient's First Dialysis" led by Denise Eilers, BSN, RN, NHA a renal nurse, long time care partner and Renal Support Network volunteer. The session also included a motivational Keynote Address given by Alex Rosenblum, RN, BSRN, CNN on "Humor in the Medical Setting." Then, all conference participants had the opportunity to attend any of the five Discipline Tracks: Nurse/Technician, Social Worker, Dietitian, Nurse Practitioner, and Medical Director. By offering separate discipline tracks, attendees were able to gain specific tools and "best practices" pertaining to their own practice. On day two of the Educational Conference, all participants had the choice to attend any of the three Themed Breakout Sessions: Exploring Home Therapies, Quality that Works and Overcoming Challenging Facility Issues. The Network's Planning Committee felt it was important to create these themed breakout sessions as a way to offer the maximum amount of education on three particular topics that continue to get recommended by attendees year after year.

Throughout the day and half of education, physicians, nurses, social workers, dietitians, administrators and patient care technicians took advantage of earning up to 12.5 Continuing Education Units (CEUs) or 11.75 Continuing Medical Education (CMEs). This year's conference was packed with local and nationally-known speakers, as well as over 30 exhibiting companies who participated in the exhibit area. It is Heartland Kidney Network's goal to continue to provide more educational and networking opportunities for all renal professionals in our region. The Board of Directors, Medical Review Board and Network staff would like to thank you for your continued support and attendance in 2011.

Wendy Funk-Schrag, LMSW, ACSW
BOARD OF DIRECTORS PRESIDENT

Richard Lund, MD
MEDICAL REVIEW BOARD CHAIR

Katrina M. Dinkel, MA
EXECUTIVE DIRECTOR

The Network at a Glance

The Executive Director, Katrina Dinkel, shared an overview of Heartland Kidney Network growth compared to previous years:



- In 2000, the Network had 10,534 prevalent patients and by 2009, that number had increased to 14,009. The number of patients starting dialysis for the first time had increased by 21% during that same timeframe.
- The number of dialysis facilities the Network serves has increased 27% from 2000 to 2009. This is an additional 58 facilities.
- The Fistula First Breakthrough Initiative has been successful since its inception in 2003. She shared that the Network ranks 7th out of 18 in percentage improvement during the initiative due to the commitment of our Network facilities. Based on the access type, the Network's AVF rates had improved from 33.1% to 56.2% grafts; decreased from 34% to 17.8% and catheter decreased from 17.4% to 10.2% from 2003 to 2010.
- The total number of transplants has also increased through the years. In 2000, 688 transplants were performed. This increased by nearly 27% to 873 transplants in 2009.
- The Network works diligently to resolve any conflicts between the patients and the facilities. This is evident by the drop in the number of grievances. In 2000, there were five grievances while in 2009, there were none.



Dr. David Goldner, Immediate Past President, Board of Directors gave a summary of the three past years changes that have impacted the ESRD program. He shared that the Network is charged with meeting the contractual obligations with Centers for Medicare & Medicaid Services (CMS). Dr. Goldner highlighted bundling implementation in 2010, Pay for Performance in 2011 and emphasized on the "Three Part Aim" focus on better care, better health, lower cost.

This year, the Network recognized achievements in forms compliance and submission-“The Data Stars”; Fistula First quality leaders, Patient Care Technicians and 5 *Diamond Patient Safety* professionals who developed best practices in renal therapy during 2010.



2010 Data Stars

Mr. Jeff Arnall, Information Systems Director, recognized sixty eight (68) facilities who faithfully submitted Patient Activity Reports (PARs) all twelve (12) months of 2010 greatly assisting in making the patient registry as accurate as possible. He also recognized eighty six (86) dialysis facilities who volunteered to participate in CROWNWeb 2.0(Phase 3) project this spring.



Fistula First Gemstone Achievers

Ms. Kay Brown, Quality Improvement Director, along with Ms. Cathy Long, Quality Improvement Coordinator, recognized twenty two (22) facilities as super achievers who met an AVF percentage of greater or equal to 66% from November 2009 to October 2010. Gemstone awards were as follows: Sapphire (80.1-90% AVF) - 3 Dialysis Facilities; Emerald (70.1-80% AVF) - 30 Dialysis Facilities; Amethyst (60.1-70% AVF) - 59 Dialysis Facilities; Topaz (54.2-60%) - 46 Dialysis Facilities. There were also another 53 Dialysis Facilities that had an Improved AVF percentage by at least 10% from November 2009-December 2010.



Patient Care Technician Awards

Annually, the Network acknowledges patient care technicians that demonstrate excellence. The Institute of Medicine's Six Aims and the Network's Quality Agenda Goals are used to determine winning recipients from all nominations received. There were ten (10) PCT winners who demonstrated a minimum of one of the Six Aims (Safe, Effective, Efficient, Timely, Patient-Centered and Equitable) in 2010. Free attendance to the annual meeting and overnight hotel accommodations were awarded to the winners. Ms. Anne Karanja, Community Development Manager, and Ms. DeeDee Velasquez-Peralta, Patient & Community Services Specialist, presented the awards to the PCT's as well as the 5 *Diamond Award* Achievers.

5 Diamond Award Winners

In January 2010 at the annual Network Educational Conference, the Network introduced the 5-*Diamond Patient Safety Program*, which is designed to help dialysis facilities better implement patient safety principles among both staff and patients. This voluntary, self-paced program is designed so that each dialysis facility that completes one module and submits documentation (i.e. write-up about how a facility implemented the module and the outcome achieved) to the Network, will over time receive maximum of 5 *Diamond* status awarded to a facility. Of the 289 dialysis facilities, five facilities worked diligently to obtain 5 *Diamond* status, promote a patient safety culture and demonstrate a commitment to quality improvement.





Denise Eilers, BSN, RN, NHA

Help!-A Patient's First Dialysis:

Ms. Eilers provided an overview of a patient's first dialysis not only from a renal Nurses perspective but more so from her over 20 years experience as a care partner to an immediate family member. Along with the presentation, the Network Patient Advisory Committee (PAC) patient and care partners' panel shared with the audience personal stories about their first day in dialysis as patients and as care partners leaving the audience moved by their patients' perspectives.

Comments from Attendees

"What an inspiring presentation. Denise's emotion and passion definitely shines through during her presentations."

"Excellent presentation with a lot of good tips to take back to my unit. Also, there's nothing more powerful like when patients tell their stories. Thank you!"



Alex Rosenblum, RN, BSRN, CNN

(Keynote Address): The Use of Humor in the Medical Setting-Yes there is Humor-Even in a Dialysis Facility!

Mr. Alex Rosenblum presented on the use of humor in the dialysis setting encouraging care providers to stay positive and identify ways to deal with the stress that working in the ESRD environment can bring. He shared that there are many potential solutions, but nothing cost less or is easier to find than humor and laughter ... "humor is still the best medicine!" he emphasized.

Comment from Attendee

"Best presentation of the entire conference. We need more motivational presentations like this every year."

"Alex made me laugh and it was a great reminder of the importance of keeping our relationships with our patients"



Joseph Fortuna, MD

Quality that Works: "Our Health System: Are We On the Brink of the Industrial Revolution of Health Care As We Know It?"

Dr. Fortuna provided an overview and didactic information

how the U.S. Healthcare system is broken emphasizing that only culture change will help it.

Comment from Attendee

"This was a creative presentation. Dr. Fortuna is a very good speaker, and he kept my attention with the new material that was presented."



Madhukar Misra, MD, FRCP, FASN

Nurse/ Technician Discipline Track: Geriatric Nephrology-Best Practices & Vascular Access - Fistula Management

Dr. Misra shared best practices in geriatric nephrology and Ms. Holland shared best practices on vascular access- fistula management. Dr. Shenoy elaborated on cannulation and access.



Janet Holland, RN, CNN

Comment from Attendee

"Dr. Shenoy did an excellent job of explaining why you cannulate and what is happening in the access."



Sarah Knott, MSW,
LCSW

Social Worker Discipline Track: Addressing End of Life for Patients & Tools You Can Use

Ms. Schrag presented information on addressing End of Life issues with patients in the dialysis settings. Ms. Knott shared measurable goal setting for care plans.



Wendy FunkSchrag,
LMSW, ACSW

Comment from Attendees

“Wendy’s presentation was excellent! Touchy topic less explored...very helpful information and resources.”

“We need more of this!”

“Sarah Knott is very knowledgeable, and she gave great resources for us to refer to for further information.”



Scott Solcher, MD, FACP

Exploring Home Therapies

Dr. Solcher and Dr. Spry shared their experience of starting and managing a home program.

Comment from Attendee

“It was great to hear how a successful home hemodialysis program is ran and how it has grown.”



Save the Date for
2012 Heartland Kidney
Conference

February 2-3, 2012
Kansas City Marriott Downtown
200 West 12th Street
Kansas City, MO 64105



First Annual Quality Improvement Poster Contest

The Quality Improvement Department hosted their first Annual Quality Improvement poster contest opening doors to facility staff to share their best practices by submitting posters with various topics. Conference attendees voted and ranked the posters on Thursday and the winners were announced at the 2011 Heartland Kidney Educational Conference Friday, January 14, 2011.

- First place was awarded to Branson Dialysis in Branson, Missouri. This poster was titled “The Golden Bone Award.” - Authors Cynthia M. Hicks, RN and Tanya Bowden, RD, LD.
- Second place was awarded to Cardinal Glennon Children’s Medical Center in St. Louis, Missouri. This poster was titled “AVFs—Arm Yourself for Access Success.” - Author Lynn Yates, RN.
- Third place was awarded to Mary Greeley Medical Centers in Ames, Iowa. This poster was titled “Protein Supplementation at Dialysis: Will it Improve Serum Albumin.” - Author Debra Hassebrock, RD, LD.

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