

**ESRD NETWORK 12
Semi Annual Network Spring
Open Door Teleconference**

**Moderator: Kimberly Thompson
March 16, 2006
2:30 pm EST**

Operator: Good day ladies and gentlemen, thank you for standing by. Welcome to the Semi Annual Network Spring Open Door Teleconference. At this time all participants are in a listen-only mode. Later there will be polling questions and there will be a question and answer session, however instructions will be given at that time. If anyone should require operator assistance throughout the conference, press star then zero on your touchtone telephone. As a reminder this conference call is being recorded.

I would like to now turn the conference over to our host Kimberly Thompson. Please go ahead.

Kimberly Thompson: Good afternoon everyone. Tina Dinkel our Executive Director and Sarah Yelton, the Quality Improvement Director, will be joining us offsite. So as soon as we are notified by the moderator that they are with us we will turn it over to them. At this point I would like to defer to Cathy Long, the QI Specialist for Quality Improvement.

Tina Dinkel: Kimberly and Cathy this is Tina and Sarah.

Kimberly Thompson: Oh great.

Tina Dinkel: They were able to get us in; we had some problems on this end so we apologize.

Kimberly Thompson: No problem.

Tina Dinkel: Okay thanks. I just wanted to start us off, obviously looking over the agenda here we have a great agenda for the participants today and we appreciate you taking the time out of your day to join us. We will have some polling questions at the end and I'm not sure if the moderator or if Kimberly shared that with you already but please stay tuned for those questions. Cathy we'll go ahead and turn it over to you at this point. Thank you.

Cathy Long: Hi greetings from the QI Department and thanks for joining on this call. First thing is the Fistula First, an update. As of the January data, Network 12 is at 41.1 percent, which is fantastic, Iowa is 43.2, Kansas is 49.9, Missouri is 35.66 and Nebraska is 48.92. We are at 41.1, the United States as a whole is 41.5 but we're making great progress.

As you probably are aware, CMS has set a goal as such, 66.6 percent by 2009. We really appreciate your great efforts but we also realize there are many, many barriers to overcome. Our website www.network12.org has tons of resources available for downloading such as CQI Tools, educational materials and links to other websites. Again congratulations on your great progress and we look forward to working with you as we try to make CMS's goal.

Along with this, we have a Vascular Access Surgeon Database that we maintain here at the Network. Please if you get any new surgeons into your area or you start using a new surgeon or you find out someone has moved in, please send us the information so we can use that. We will be sending them educational informational mailings.

Also, QI and Patient Services are available to provide technical assistance. If you have any questions about clinical issues or other topics please contact us, we'll try to provide information

and resources. Today I received two phone calls for Fistula First information and that information will be out in the mail today.

Disaster Planning: This is that time of the year - we've already had tornado warnings here. Please be prepared for the threat of tornados and flooding. Please make sure you have plans in place for patient transfers to other local facilities. Also, plan for the need to transfer patients to facilities outside your local area in case of widespread local destruction.

State Surveys: We have some ideas to help you there too. Water treatment, there's an educational resource on the Network 16 website. The website address is www.nwrealnetwork.org/watermanual.pdf or you can contact us and we will e-mail you that address. It reviews every part of the water treatment. Make sure your Medical Director is signing off on culture reports, LAL's, and the AAMI reports. Is there a routine disinfection schedule? Who oversees the water quality testing? Are there written policies covering failed water tests?

Patient Care Plans (long-term, short-term): These plans must be individualized. New and unstable patients, of course, have to have them updated more frequently. Make sure each of the team members and patient are signing the Care Plan. Does the patient have any input? Some states are now requiring physician orders for use of clamps post treatment.

Preventative Maintenance: You have so many types of equipment in a dialysis facility from your elaborate dialysis machines to simple blood sugar testing machines. Remember the manufacturer's recommended preventative maintenance plans must be followed even for the smallest piece of machinery and document. Don't forget to document pH meter maintenance.

Facility Maintenance: Look at your facility. Is it in good repair? Is it dirty? Are chairs broken? Is the floor in good condition? Look at the ceiling. Look for any potential safety hazards. Is the lighting adequate? Is there enough space between the patients?

Patient Confidentiality: When discussing issues or examining a patient, are you providing privacy? Can other people hear the conversation or view the patient? Many of you are in one great big room but is your facility being sensitive to the needs of the patient?

Infection control: The spread of blood born pathogens can happen rapidly. Remember to adhere to infection control practices and document all your efforts. How about your staff, are the immunization records up to date? Are all your open vials and medication labeled properly? Are there forgotten vials and medications in exam room drawers?

Medical Director Involvement: The Medical Director must be kept in the loop too. Err on the side of caution and, involve the Medical Director. He or she is also responsible for the training of the staff members.

Disaster and Emergency Planning: Be sure to document any in-services and drills. Make sure there are written plans.

Remember even though we give you all of these ideas it's up to you to take and do something with it. We hope this will help you.

One other topic that I like to bring up a little bit is QIO Coalitions. Network 12 is has formed a coalition with the four quality improvement organizations (QIOs), in our area: Primaris, KFMC, IFMC and CIMRO in Nebraska. Currently we're working on immunization and Fistula First. We have joined with them to work together to promote quality care for our ESRD patients. So there might be times you might see something from the QIO on immunization or Fistula First.

That's about it for QI so far and here's Kim our Patient Services Coordinator.

Kimberly Thompson: Good afternoon everyone and thank you very much for joining us and taking some time out of your very busy afternoons and schedules. A couple of things that I would like to touch on is the latest patient educational material that we put out at the annual meeting, Navigating the Vascular Access Self Exam of Access Simplified is available on our website. And we have had a review of this material and it's gotten accolades from several of the facilities that were assessed as far as what their satisfaction with this material is. We are always looking for additional ideas for materials that you need. So if there are additional materials you would like to see the Network develop, please do not hesitate to contact us and share that information or send an e-mail to our office or a fax. The fax number is 816-880-9088 because we are here to support you in the efforts that you do as a team member with the patient.

The next big issue is the Conflict Resolution Training. There is an agenda that has now been posted to the website. We have five trainings coming up for Conflict Resolution Training of your staff. For those of you that are registered and have paid, thank you, we look very forward to seeing you starting next Tuesday. The 21st we will be in Cedar Rapids at the Crown Plaza Hotel. There is an agenda posted with the address and telephone number of the hotel on the DPC icon on our website. On the 23rd we'll be in St. Louis at the Holiday Inn Select Downtown. On the 28th of this month we'll be in the Four Points Sheraton in Wichita. On the 30th we'll be at the Double Tree Hotel and Executive Meeting Center in Omaha and lastly on April 20th we'll be at the Kansas City Tiffany Greens Golf Club location. We do appreciate you getting your registrations in in a timely fashion and we're looking at having a wonderful time. We have over 60 participants at most of the locations so we're pretty much filled up. If you have not yet gotten your registration in we encourage you to overnight it so that we have it by tomorrow because after that registration is closed and there is a penalty fee for onsite registration.

The pandemic newsletter was recently sent out to all of the dialysis facilities and to the social worker, dietician, head nurse, medical director and administrator. There were also 10 additional copies sent to be circulated along with your staff. We've had several conversations with centers for Medicare and Medicaid Services regarding pandemic preparedness in the dialysis environment. And what we noticed when we were having the teleconference is there was really nothing out there specific to dialysis and ESRD facility. Knowing that we are a sub-specialty, Sarah, Cathy and I got together and put together that newsletter for you so that there are some guidelines and some information so that you can prepare not only yourself but also have a plan, as Cathy said, for an emergency preparedness plan for your patient.

And Cathy already reviewed some of the State Survey information I would like to reiterate some of the findings. Whenever the state surveyors come out and perform a site visit and they note deficiencies at your facility we also receive a copy of that and Sarah, Cathy and I spend a considerable amount of time reviewing those to see what other assistance we can provide to the facilities. And a few of the trends that we've noted lately is we're seeing a lot of citations on water treatment and cultures and we're also seeing quite a few come in on the registered nurse requirements and if the director of nursing has the appropriate documentation in each employee's record. We are seeing a few come in on staffing ratios, program maintenance, as Cathy already alluded to is very heavily being hit, whether it be your glucometer, your myronel meters or the dialysis machine in and of itself.

That's all that I have from Patient Services and I'm going to turn it over to Jeff Arnall our Data Manager.

Jeff Arnall: Hi everyone this is Jeff Arnall I'm the Data Manager and I oversee all the data collection activities for the network such as forms, surveys and other related items. I'd like to first of all thank all of you for completing and returning your Annual Facility Surveys. We have received all of them but there are still a number of them that don't yet balance, and Marilyn Graham has been in contact with those units to get additional information to help bring those into balance. For those of you

she has spoken with, and you know who you are, she did give a Tuesday, March 21st deadline to fax that additional information in so please try to get that back to her by next Tuesday.

April is the month that we do our semi-annual personnel updates. Those are being mailed out at the end of this week and included will be a list of personnel and positions that we currently have in our database for your unit. Please make any necessary changes as we rely on this information to be able to communicate with the appropriate people in a timely basis.

Moving on to Vision, for those of you who are Vision users, CMS has skipped the spring release of Vision so there will be no release of Vision this spring. That's good news in that it's always kind of a mess to put the new program in. We will be having a fall release but the reason for the cancellation was primarily due to CMS wanting to focus on getting all of our computer systems ready for the National Provider ID and that's the next topic here on the list.

The National Provider ID, or NPI is what it's called for short, is coming upon us quickly. It is a standardized national provider ID that was mandated by HIPAA in 1996. The Department of Health and Human Services published a final rule to implement the MPI on January 23rd of 2004 and a letter was sent out by Dr. Mark McClellan the Medical Administrator in May of 2005 to all Medicare providers, facilities, physicians, and physician groups encouraging providers to start applying to meet the May 2007 deadline. So that's basically just a little over a year from now that we all have to get that National Provider ID. There is a convenient website that you can go to to apply for it whether you're a facility or an individual and I'm going to read that website address to you its <https://nppes.cms.hhs.gov> for government. The application will ask you such things as what other provider IDs you have such as your Medicare, Medicaid, UPIN or other numbers. All those numbers will be linked to the National Provider ID and we will probably, although we haven't been instructed to yet, we'll probably start in late summer an effort to collect those numbers from all of you. So we'd encourage you, if you haven't already done so, have your Unit Administrator just double check to make sure whether or not you've started the application process.

If you have any questions specific to the application process, there is a phone number for The Office of the Enumerator, and that's the person who assigns you your number. If you call 1-800-465-3203 they would be able to answer any questions you have on the National Provider ID initiative and that's all we have for data.

And I will turn the call back over to Tina Dinkel in Administration.

Tina Dinkel:

Thank you Jeff. We just have a couple of things from the Administration Department of the Network. First of all, it's not on your agenda but I would like to mention that we did hire a new staff person. Nicole Timko joined us at the end of January as an Administrative Assistant, so you'll probably start seeing some things from her if you haven't already. So you can recognize that name when you see it again, her name is Nicole and again we want to welcome her to the Network.

The second item here is our Annual Business Meeting has already been scheduled for next January so please save the dates and mark your calendars now. This was also offered on the Network Calendar that you received at the January conference if you attended. You will be receiving additional information in the summer and registration again will open next fall approximately in October. The location again will be at the Westin Crown Center; the same location as the last two years right here in Kansas City.

The next item is our contract update, again the Network functions on a three-year contract cycle from CMS and our contract cycle ends June 30 of this year. We're in the process of renewing that contract through a proposal process and that will be due to CMS on April the 10th. That next contract cycle will begin July 1st.

And finally a CMS update, in conjunction with our contract, we are evaluated by our Project Officer and that took place yesterday and Tuesday of this week. They go through and review all of our contract requirements, the deliverable dates, so on and so forth and give us feedback based on our year's activity. Our feedback from CMS will come to the Network directly in mid April and we look forward to that information.

At this time I believe it might be appropriate to conduct our polling and Kimberly or the Genesys assistant you're welcome to do that. Again we thank you for your time today. We'll be conducting another one of these calls in the fall and then we'll do a paper newsletter in the summer of this year. Thank you all again for your time and at this time I'd like to turn it back over to the polling question.

Kimberly Thompson: Kenneth go ahead please thank you.

Operator: Okay. Ladies and gentlemen we are about to conduct a few polling questions all regarding objectives met during this teleconference. The next five questions will all be yes or no answers. We will ask one question at a time until everyone has submitted an answer. If you would like to answer yes to any question you press the number one key on your telephone. If you would like to answer no to any question you press the number three key on your telephone. To answer yes you hit one to answer no you hit three.

Our first question is, were you updated on current QI projects? Please begin polling. Again the question is, were you updated on current QI projects? We are still waiting for a few results. We are still waiting for a few results. And if you would like to answer yes you hit the one key on your telephone if you would like to answer no you hit three.

Kimberly Thompson: Kenneth you can feel free to move on.

Operator: Okay. Our second question is do you understand the need for disaster planning? Again the question is do you understand the need for disaster planning? Please hit the one key or the three key at this time.

Kimberly Thompson: Feel free to continue Kenneth.

Operator: Okay. One moment. Our third question, were you informed of trends observed from State Survey recent visits? Again the question is, were you informed of trends observed from State Survey recent visits?

Kimberly Thompson: Feel free to continue Kenneth.

Operator: Our fourth question is, are you aware of the resources available through ESRD Network 12?

Kimberly Thompson: And the last question Kenneth.

Operator: Okay one moment please. And our final question, were you informed of the Conflict Resolution Training sessions? Again, were you informed of the Conflict Resolution Training sessions? Okay that is the end of our questions I turn it back to you.

Kimberly Thompson: We at this time would like to open it up for open question and answer discussion Kenneth.

Operator: Okay.

Kimberly Thompson: Thank you.

Operator: Ladies and gentlemen now if you would like to ask a live audio question simply press the number one key on your touchtone telephone. You will be introduced by the number you were given to – when you spoke with an operator. Again if you would like to ask a live audio question, you press

the number one key on your telephone at this time and you will be announced by the number you were given.

Our first question is coming from 513.

Number 513: I wonder if you could repeat the website number for that – the NPI website where we can get the provider ID information, that https?

Jeff Arnall: Certainly I'd be glad to. Its https:// -- that's with the slash that leans – the top part leans to the right – and then the following letters nppes.cms.hhs.gov.

Number 513: Thank you.

Operator: Our next question is coming from number 6 – pardon me 795.

Female: That's you.

Number 795: Oh, we were wondering what documentation you were talking about for the RNs?

Kimberly Thompson: Some of the information that we received on the State Surveyor results reflect that the State surveyors do not feel that there is enough education in the RN that's in the deal-DON position and so they're looking for additional documentation. If you want to give me a call after the teleconference, I'll be happy to track those down and provide you the specifics.

The interpretive Guidelines for End Stage Renal Disease Facilities, also known as the Regs or V-tags are what the surveyors used to assess your compliance with the expectations for participation in the Medicare program as a certified facility.

We are seeing an increase in the number of deficiencies cited for V-tag 431 – Standard – Registered Nurse. The regulation states “ The dialysis facility employs at least one full time qualified nurse responsible for nursing services.” (See subsection 405.2102).

Additionally, the guidance to surveyors states: “A nurse responsible for nursing service” in 405.2102 is a person who is licensed as a registered nurse by the State in which practicing, and (1) has at least 12 months of experience in clinical nursing, and an additional 6 months of experience in nursing care of the patient with permanent kidney failure or undergoing kidney transplantation, including training and experience with the dialysis process; or (2) has 18 months of experience in nursing care of the patient on maintenance dialysis, or in nursing care of the patient with permanent kidney failure or undergoing kidney transplantation, including training and experience with the dialysis process;(3) If the nurse responsible for nursing service is in charge of self-care dialysis training, at least 3 months of the total required ESRD experience is in training patients in self care.

“Full-time” means employed 40 hours/week by the facility of for the number of hours the facility is open, whichever is less. One nurse could be employed full time at two facilities if one was open M/W/F and the second was open T/TH/S. A single RN could not be considered full time by 3 or more facilities.

Number 795: Okay.

Operator: Again ladies and gentlemen if you would like to ask a live audio question you press the one key on your telephone. I'm not showing any further questions at this time.

Tina Dinkel: Thank you very much for your time Kenneth and Kimberly for facilitating the call. Again we'd like to thank everyone for your time today. If you do have additional questions you're always welcome to contact the Network or through our direct line at 816-880-9990. I did want to mention

for those that had questions about the NPI link, I do believe, Jeff correct me, that there is a link on our website for that as well.

Jeff Arnall: Not currently but there will be in the near future.

Tina Dinkel: Thank you. It will also be in the minutes which will be posted to the website probably within the next 48 to 72 hours so you can find that link there as well. If there are no additional questions, thank you again for your time and have a great afternoon.

Operator: Ladies and gentlemen thank you all for attending Semi Annual Network Spring Open Door Teleconference. This does conclude the program. You may now disconnect your line. Have a wonderful day.