



Quality Improvement

- Provide education and assistance regarding CMS/Network directed QI projects and intervention materials.
- Provide facilities with the Annual Facility Scorecard which identifies strengths, weakness, and suggestions for improvement.
- Assist in the design and implementation of facility quality improvement projects, internal CQI programs, and action plans.
- Helps facilities identify system level changes that are needed to improve patient care.
- Clarify the Clinical Performance Measures (CPM) project form completion instructions.
- Assist facilities in developing emergency preparedness plans and patient/staff education.
- Provide vascular access expertise and education on cannulation including the buttonhole technique.
- Analyze data on national, regional and local patterns of care for QI planning.
- Provide advice on QI project sampling, data collection and analysis.
- Provide ESRD and CKD clinical and biostatistical expertise.

Community Information and Resources

- Assist you and your patients with resolution of complaints and grievances.
- Supplies educational materials on topics that are important to the renal community.
- Consult regarding approaches to managing challenging situations.
- Provide education regarding community resource information and materials.
- Provide information about Dialysis Facility Compare (DFC) to patients or staff.
- Assist facilities with developing patient education programs.
- Provide Vocational and Renal Rehabilitation information.
- Assist patients with locating transient dialysis care.
- Provide information on how to contact the State Agency to staff or patients.
- Provide information on self-care and self-cannulation.
- Assist facilities with identifying barriers to transplantation referral.

Administrative

- Provide education and assistance regarding CMS requirements.
- Communicate essential information that will affect facilities.
- Represent the needs of the renal community, patients and providers to CMS.
- Develop collaborative partnerships to promote improved quality outcomes for patients.
- Inform facilities and patients about Heartland Kidney Network role, goals, and activities.

Information Management

- Provide assistance and clarification for Conditions for Coverage relating to data compliance.
- Provide CrownWeb information.
- Educate and assist facilities regarding data issues.
- Assist with the development of action plans to improve forms completion processes.
- Process data requests from facilities, community, and insurance providers.

To request Technical Assistance, visit our website, www.heartlandkidney.org or contact the Heartland Kidney Network office at 816-880-9990.