



SERVING THE ESRD COMMUNITY IN INDIANA, KENTUCKY, AND OHIO



End-Stage Renal Disease
Network of the Ohio River Valley

network9.esrd.ipro.org

Provider Insider

AN ELECTRONIC NEWSLETTER FOR RENAL CARE PROFESSIONALS

In This Issue

- National Donate Life Month
- Help Improve **Provider Insider**
- Understanding ICH CAHPS
- Emergency Preparedness Webinar
- Patient Experience Week
- Peer to Peer Mentorship
- KCER Alerts and Recalls
- Customer Support Portal



April is National Donate Life Month

Celebrated in April each year, National Donate Life Month (NDLM) features an entire month of local, regional and national activities to help encourage Americans to register as organ, eye and tissue donors and to celebrate those that have saved lives through the gift of donation.



To learn more about NDLM, and how you can promote donation, visit <https://www.donatelife.net/ndlm/>.

Here are some important facts about donation for you to keep in mind from the 2016 Donate Life America Donor Designation Report and the Organ Procurement and Transplantation Network (OPTN):

- More than 33,600 transplants brought renewed life to patients, families, and communities .
- 8,000 people die each year because the organs they need are not donated in time.
- 80% of patients on the waiting list are waiting for a kidney. The average waiting time is 3 to 5 years.
- More than 138 million people are registered organ, eye and tissue donors.

Click [here](#) for more information about donation and transplantation statistics.

To register your decision to save and heal lives, visit <https://registerme.org/>.

Is the information useful to you?

Yes

Select

No

Select

Not applicable to my scope of work

Select

Help Us Improve Provider Insider

IPRO ESRD Network Programs are always working to find effective ways to educate and update the renal community about end-stage renal disease and relevant topics. We would like to assess the value of the content shared in Provider Insider, our professional newsletter sent to the ESRD healthcare community.

Your feedback is vital for helping us ensure that the needs of the community are being met by providing appropriate and useful content in each issue.

Please take a moment to complete a SHORT questionnaire by clicking the link below. This survey will close on April 30, 2018.

[Click Here](#)



Quality Improvement

Understanding ICH CAHPS



The In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) is a national, standardized, and publicly-reported survey of patients' perspectives of dialysis care. ICH CAHPS measures the perceptions of patients with end-stage renal disease (ESRD) who are receiving in-center hemodialysis care.

Questions in the ICH CAHPS survey components capture patients' perceptions of nephrologists' communication and caring, staff communication and caring, operations of the dialysis facility, and

the facility's handling of patients' problems. The survey also includes questions to determine, patients' knowledge of treatment options, and satisfaction with grievance management.

The survey can be administered in one of three ways: mail only, telephone only, and mixed (mail followed by telephone). Even though ESRD patients spend a number of hours each week at their dialysis facilities, to avoid any bias in responses the survey may not be administered by any facility staff person and may not be administered in the dialysis facility. Surveys are conducted two times per year: in the spring and the fall. All dialysis facilities that treat more than 30 adult patients in a year are required by Medicare to have their patients surveyed.

As part of your patients' ESRD healthcare team CMS encourages you and other members of the dialysis facility team to focus on the patient experience of care and on ways that they can improve overall quality of life for patients. The ICH CAHPS assessment provides an opportunity for patients'

to express their perspective about the care they receive. ICH CAHPS results are used by the Centers for Medicare & Medicaid Service (CMS) to determine reimbursements to facilities under the ESRD Quality Incentive Program (QIP). Results are also used to score facilities, using a five star rating system in Dialysis Facility Compare (DFC), to help patients select a facility that is right for them.

For additional information on ICH CAHPS please visit:

- ICH CAHPS Official Website: <https://ichcahps.org/>
- CMS ICH CAHPS: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ichcahps.html>
- DFC Website: <https://www.medicare.gov/dialysisfacilitycompare/#search>
- CMS ESRD QIP: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRDQIP/Downloads/ESRD-QIP-Summary-Payment-Years-2016---2020.pdf>

Is the information useful to you?

Yes

Select

No

Select

Not applicable to my scope of work

Select

CMS Emergency Preparedness Final Rule Webinar: Tuesday, April 24, 2018 from 1pm to 2pm, EST

The [International Association of Emergency Managers \(IAEM\)](#) USA Healthcare Caucus has announced its second webinar in partnership with the Centers for Medicare & Medicaid Services (CMS) on the Emergency Preparedness Final Rule. The webinar will be held on [Tuesday, April 24, 2018 from 1pm to 2pm, EST](#).



Please join Caecilia (Cece) Blondiaux with the Quality, Safety & Oversight Group (QSOG). Ms. Blondiaux will provide a recap and updates on the final rule. She will also highlight and discuss key areas in which CMS is seeing an increased number of deficiencies as related to the final rule. There will be approximately 20-25 minutes allotted for a question and answer session at the end of the webinar. For efficiency and to answer as many questions as possible, IAEM requests that questions be submitted in advance to iaem.health@gmail.com, no later than April 16, 2018.

[Click here to register](#)



Patient Services

Promotion of Patient Experience Week (April 23-27)

Patient Experience (PX) Week is an annual event



established by The Beryl Institute to honor individuals responsible for providing patient care. PX Week provides a focused time for organizations to celebrate accomplishments, re-energize efforts and honor the people who impact patient experience every day. The Beryl Institute is a global community of practice dedicated to improving the patient experience through collaboration and shared knowledge.

According to the Institute, "Improving health outcomes for patients starts on the front line with

doctors, nurses, administrative staff, and executive team members." Research has shown that better patient experiences can impact the level of patient engagement, and patients who are active members in their healthcare achieve better clinical outcomes.

For more information on Patient Experience Week, click [here](#).

Is the information useful to you?

Yes

Select

No

Select

Not applicable to my scope of work

Select

Benefits of Peer to Peer Mentorship for Dialysis Patients

The IPRO ESRD Network program provides technical assistance to facilities in multiple ways including education and resources to support patient engagement at the facility level. One way the Network encourages patient engagement is through the assistance we offer to local facilities in implementing or learning more about available peer mentorship/ambassador programs.



According to an article published in 2015, "Potential Impact of Peer Mentoring on Treatment Choice in Patients with Chronic Kidney Disease: A Review," written by Nasrollah Ghahramani MD, FACP, FASN, peer to peer programs have shown to help patients become more involved in their health care. Patients who work with a peer as a mentor are able to make more informed decisions about their dialysis treatment options and are better informed about transplant processes. Being informed about health care decisions by peers with shared experiences can build self-confidence which then leads to overall better health outcomes.

To read more about Ghahramani's findings, click [here](#).

To learn more about patient programs offered by your Network or local agencies, contact your ESRD Patient Services Department. Our Patient Services Team is here to assist with resources on the benefits of implementing patient peer programs or other patient support programming at your facility.

Please visit our website:

<http://network9.esrd.ipro.org/home/patient-portal/kidney-community/ohiorivervalleypac/>

Is the information useful to you?

Yes

Select

No

Select

Not applicable to my scope of work

Select

KCER Alerts and Recalls

- Click [here](#) for up-to-date KCER Alerts and Recalls.
- For professional and patient KCER resources, please click [here](#).



Is the information useful to you?

Yes

Select

No

Select

Not applicable to my scope of work

Select



Data Management

IPRO ESRD Network Program Customer Support Portal

In an effort to provide more comprehensive support with the hopes of improving overall data quality, the Network began using Freshdesk, a web-based ticket management and knowledgebase application. It has up-to-date articles, links, and visual aids for CROWNWeb, NHSN, the Quality Incentive Program (QIP) and Dialysisdata.org in one place. Information is provided in the easy-to-use and searchable knowledgebase. Freshdesk provides a platform to submit questions via the portal or email. Network staff will respond by email, phone or WebEx. Please send an email to support@ipro.freshdesk.com or go to <https://ipro.freshdesk.com/support/login>.

Visit our all-new knowledge base with answers to your frequently asked questions about **CROWNWeb**, **NHSN**, the **QIP** and more!

Is the information useful to you?

Yes

Select

No

Select

Not applicable to my scope of work

Select

IPRO ESRD Network of the Ohio River Valley
3201 Enterprise Pkwy, Suite 210, Beachwood, Ohio 44122
PH 216-593-0001 · FAX 216-593-0101

info@nw9.esrd.net
network9.esrd.ipro.org
esrd.ipro.org

IPRO End-Stage Renal Disease Network of the Ohio River Valley, the ESRD Organization for Indiana, Kentucky, and Ohio, prepared this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CMS Contract Number: HHSM-500-2016-00009C.