

To: Medical Directors, Nurse Managers, and Facility Administrators  
From: Deborah DeWalt, MSN, RN- Quality Improvement Director  
Susan Swan-Blohm, BS, OCDT- Quality Improvement Coordinator  
Amar Patole, MBA, BS- Quality Improvement Data Analyst  
Date: 01/03/2018  
RE: Quality Improvement Activity: Reduce the Number of Long Term Catheters (LTC) in use in facilities with a LTC in-use rate greater than 15%

As the ESRD Network of the Ohio River Valley (Network 9), we are tasked by the Centers for Medicare & Medicaid Services (CMS) to support your facility's goals in providing safe, effective, efficient, patient-centered, timely, and equitable care.

Network staff will be launching a nine-month quality improvement activity to support dialysis facilities in reducing the use of long-term catheters for ESRD patients. We will be working with dialysis facilities in our service area with **LTC rates greater than 15%**, with a goal to decrease the overall LTC rate by 2% in participating facilities.

Participation in this project is determined by inclusion in the 50% greatest BSI cohort within the Network service area who has a LTC rate of greater than 15% in June 2017. **Your facility has been selected to participate in this activity based on the number of LTCs reported in CROWNWeb in June 2017**

### **Project Background**

The use of indwelling catheters has doubled in the last two decades (Wilcox, 2009). A significant number of ESRD patients initiate dialysis emergently, with 80% of the incident population starting with a catheter (CDC, 2013, para. 4).

If a plan for insertion of a permanent access is not initiated at the time of catheter placement, the length of time for the catheter to remain in place longer than 90 days increases. Among the most commonly cited reasons for this are that the patient has become complacent with the use of a catheter over a fistula or graft, and secondary health issues have arisen that block access placement.

Prolonged use of indwelling catheters coupled with the high risks associated with catheter placement explains why catheters are the leading cause of hospitalization and death among ESRD patients (CDC, 2014). Catheter-dependent patients have a high burden of infection. 2013 data from the Center for Disease Control and Prevention (CDC) cites approximately 37,000 BSIs associated with central venous catheter with a 51% increase in hospitalizations (CDC, 2013, para. 5). The average cost of hospitalization to treat catheter related infection is approximately \$23,451 (Wilcox, 2009).

It is imperative to eliminate the use of LTCs in the dialysis patient to promote the patient's health and well-being, decrease complications, lower health care costs, and provide a safe access for dialysis. Ongoing education, communication, and support by the dialysis professional at the chair side is necessary to assist the patient in understanding the risks associated with catheter usage and to help them follow through with a plan for catheter removal and permanent access placement.

Please be aware that emails about this QIA will soon be sent to those individuals within your facility that have been identified as representatives in CROWNWeb. Accurate contact information (including name, title, and email address) is critical to ensure appropriate communication.

**Additionally, the ESRD National Coordinating Council (NCC) will be hosting conference calls on behalf of CMS that will require mandatory participation by key members of your staff. Invitations will be sent for your participation in the Learning and Action Network- HAI LAN.** These calls will be held in February, May, August, and November to discuss this activity and HAI reduction. A timeline of these QI activities is outlined below.

***Participation in this QIA is mandatory; failure to comply may result in sanctions as outlined in CMS' Conditions for Coverage.***

The Network is committed to supporting your facility in continuing and enhancing the delivery of quality care to your patients and to helping you meet the important goals of this initiative. We believe that our mutual efforts will;

- ✓ Result in improved patient care;
- ✓ Minimize loss of revenue due to hospitalizations related to catheter complications;
- ✓ Help ensure that your facility receives maximum reimbursement through the Quality Incentive Program; and
- ✓ Improve your facility's rating on the Dialysis Facility Compare website.

Thank you in advance for your assistance and participation in this initiative.

If you have any questions or comments about the QIA, your involvement, participation in the LTC reduction QIA or future interventions please feel free to contact the Network quality improvement team by email, Deborah DeWalt, [ddewalt@nw9.esrd.net](mailto:ddewalt@nw9.esrd.net) or Susan Swan-Blohm, [sswan-blohm@nw9.esrd.net](mailto:sswan-blohm@nw9.esrd.net)

We look forward to working with you in this coming year's activities!

## 2017 Facility / Network Timeline of Activities

### January

- Facilities will submit signed project contracts to the Network by January 17, 2018.
- Facilities will participate in a kick off webinar during which responsibilities for participation in the QIA will be outlined, and the following will be presented and discussed:
  - *Lifeline for a Lifetime* ESRD NCC materials,
  - Information about participation in the mandatory HAI-BSI LAN,
  - Patient ambassador program
  - Project calendar, and
  - Redcap education and responsibilities for reporting.
- The Network will provide information on verification of the patients' vascular access? in CROWNWeb and data definitions to promote consistency in reporting by all stakeholders

### February

- The Network will reinforce the use of Redcap reporting with a step-by-step usage guide and will monitor initial reporting
- The Network will provide an RCA tool and algorithm to assist facilities in identifying barriers to achieving permanent access placement using *Lifeline for a Lifetime* as a guide
- The Network will provide support for patient engagement activities
- The facilities will identify patient representatives for their facilities
- The Network will initiate contact with the individuals identified as patient representative?
- The facilities will initiate monthly reporting in Redcap and will continue through September 2018
- The Network, facilities and patient ambassadors will participate in the ESRD NCC HAI-LAN on a bi-monthly basis to promote sustainability

### March

- The Network will promote the CDC Scrub the Hub protocols and the catheter care observations.
- The Network will provide materials to promote the CROWNWeb data definitions and accuracy of reporting
- The facilities will provide the Network with an access plan for each of the patients identified with LTCs. The access plans will be reviewed monthly in QAPI through Sept 2018
- The Network will provide a webinar on *Complications Associated with an LTC*
- The patient ambassadors and facility representatives will participate in a kick off webinar identifying the role of the patient ambassadors, project expectations, timelines and a focus on the NCC *Lifeline for a Lifetime* materials

### April

- The Network will promote the CDC interventions of observations of access cleansing pretreatment and post treatment hand hygiene
- The patient ambassadors and facility staff will develop a plan to distribute educational materials

### May

- The Network will promote a best practices webinar
- The facility will provide the Network with attestation of completion of staff competencies as related to vascular access

- The Network will provide materials to review the data definitions for accurate reporting in EMR and CROWNWeb
- The patient ambassadors will distribute and promote the NCC Look, Listen and Feel campaign

**July**

- The Network will provide an RCA template to address barriers for OY3 project planning
  - Facilities will review materials and evaluate the patient ambassador program for effectiveness and efficiency
  - The patient ambassadors will be surveyed to determine best practices and effectiveness of topics and project materials
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## Reduction of Long Term Catheter Rates-Project Agreement

Dear Provider,

The Network shall achieve Centers for Medicare& Medicaid Services (CMS) goals through the development and implementation of quality improvement activities, such as the activity noted below. As directed by the Network governing bodies, 2018 performance goals have been set and expected to be achieved by every participating dialysis facility.

It is understood that participation in Network activities is a condition of approval to receive Medicare reimbursement for the provision of end stage renal disease (ESRD) services. The dialysis facility must cooperate with the ESRD Network designated for its geographic area in fulfilling the terms of the Network's current statement of work. Each facility must participate in ESRD activities and pursue Network goals

Please carefully review the notification letter and attached objectives for the **Reduce Rates of Long Term Catheters** (HAI BSI QIA). After review, please complete the contact information in the project agreement return to the Network office via **fax at (216) 593-0101 by January 17, 2018.**

**\*\*Please note, regardless of who is assigned as Project Lead, the Medical Director and Facility Administrator/Nurse Manager are responsible for ensuring completion of project objectives.**

In anticipation to your timely response, I thank you for your ongoing support and cooperation with the Network.

Sincerely,



Victoria Cash, MBA, BSN, RN  
Executive Director



Deborah DeWalt, MSN, RN  
Quality Improvement Director

**Reduction of LTC Rates-Project Agreement  
January 2018-October 2018**

The undersigned hereby agrees to participate and cooperate with the goals and activities, including quality improvement projects, as set forth by IPRO ESRD Network of the Ohio River Valley (Network 9) (42 CFR Part 494.180.V772 (i) of Centers for Medicare & Medicaid Services (CMS) regulations).

**It is imperative that all fields below be completed. All parties will be invited to participate in the mandatory ESRD NCC HAI-BSI LAN. Please fax the completed to 216-593-0101 to the Network by January 17, 2018.**

Facility Name \_\_\_\_\_ CCN# \_ \_ \_ \_ \_

Project Lead \_\_\_\_\_ Project Lead Title \_\_\_\_\_

Project Lead email \_\_\_\_\_

Medical Director \_\_\_\_\_

Medical Director e-mail \_\_\_\_\_

Facility Manager/ Facility Administrator \_\_\_\_\_

Facility Manager/ Facility Administrator email \_\_\_\_\_

Regional Director/ Area Administrator \_\_\_\_\_

Regional Director/ Area Administrator email  
\_\_\_\_\_

Regional Vice President \_\_\_\_\_

Regional Vice President email \_\_\_\_\_

Any changes to the above listed contacts must be reported to the Network and corrected in CROWNWeb within 5 business days to ensure continuity with project implementation and communications between the Network and Facility. Plans are reviewed periodically and are subject to change based on the CMS Statement of Work (SOW).

## Patient Ambassador Agreement

**As an ESRD patient you are an essential member of your healthcare team. Focusing on the needs and perspectives of patients like you is the goal of every Network project.**

Dialysis patients have multiple and frequent exposure to healthcare environments, undergoing dialysis treatment at least three times a week. The process of hemodialysis requires frequent access to the bloodstream by use of catheters or insertion of needles into peripheral access sites. Additionally, dialysis patients have weakened immune systems, increasing their susceptibility to infection.

Healthcare that results in the best outcomes revolves around team work. We are asking YOU to become a part of the healthcare team working on the goal of reducing the number of patients who have long- term catheters.

The goal of the project is to reduce the use of long-term catheters in your unit through education and planning.

I, \_\_\_\_\_, agree to represent

my unit, \_\_\_\_\_ CCN# \_\_\_\_\_

(This line will be filled in by your facility staff)

in the project to reduce of blood stream infections through reducing the use of long-term catheters.. This project will run through July 2018.

SIGNATURE \_\_\_\_\_

PRINTED NAME \_\_\_\_\_ DATE \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

**FAX TO : 216-593-0101 DO NOT SCAN OR EMAIL**