SERVING THE ESRD COMMUNITY IN INDIANA, KENTUCKY, AND OHIO

IPRO

End-Stage Renal Disease
Network of the Ohio River Valley

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Provider Insider

AN ELECTRONIC NEWSLETTER FOR RENAL CARE PROFESSIONALS

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IPRO ESRD Program

Click here to learn more about the IPRO ESRD Networks (1, 2, 6 & 9).

Please Help Us Increase Our "Likes" on Facebook

Did you know that the Network's Facebook page is a great place for your patients to find information and resources including "renal friendly" recipes, motivational quotes and various articles related to end stage renal disease, dialysis and much more!

Please click here to access and "like" the Network Facebook page

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Quality Improvement

How to Prevent, Diagnose, and Treat Hemodialysis Catheter-Related Infections

The best way to prevent infectious complications in dialysis patients is to avoid the use of central-venous catheters (CVC), when possible. However, this is not possible for some patients, and in those cases the adoption of prophylaxis protocols, early diagnosis and effective treatment of infectious complications are essential to improve outcomes. These are some of the conclusions reported in an article in the *Journal of Vascular Access*, which provides a comprehensive review of literature related to hemodialysis catheter - related infections as well as a discussion of prevention, diagnosis criteria and management of CVC-related infections in hemodialysis patients.

Data Management

Personnel Update - Action Required!

As a Medicare-certified dialysis unit, CMS expects your facility to keep Personnel Details in CROWNWeb up-to-date, within five business days of staff changes, and to review Facility Personnel information at least quarterly. CROWNWeb is the Network's authoritative source for facility contact information. Accurate personnel information is needed to facilitate proper communication among facilities, the Networks, and CMS. Instructions on how to update the information in the CROWNWeb system can be found in the [Facility Personnel Update Guide](#).

Please review personnel information for your facility in CROWNWeb and make any necessary changes by **November 30, 2017**.

Patient Services

Encourage Your Patients to Review Their Options: Medicare Open Enrollment is October 15 - December 7

Helpful resources for your patients:

- Visit https://www.medicare.gov/find-a-plan to compare current coverage with all of the options in the area.
- Review the Medicare & You 2018 handbook at https://www.medicare.gov/pubs/pdf/10050-Medicare-and-You.pdf.
- Patients with limited income and resources may be able to get extra help paying prescription drug costs. For more information, visit https://secure.ssa.gov/i1020/start.
- Get one-on-one help from the State Health Insurance Assistance Program (SHIP). Visit https://www.medicare.gov/contacts/.
- In 2018, patients who reach the "donut hole" in Medicare's prescription drug benefit (Part D) can save 60% on covered brand-name drugs and see increased savings on generic drugs while in the donut hole. Visit: https://www.medicare.gov/part-d/.

2017 Fall ICH CAHPS Data Collection is Starting Up in October

Starting this month dialysis patients will be mailed pre-notification letters in preparation for the distribution of the upcoming ICH CAHPS fall 2017 survey. The surveys will be sent to patients in two mailings; one on November 3 and the second on December 1. Data collection will continue until January 12, 2018. The survey administration specifications can be reviewed at [Survey and Protocol.](#)

Activity	Date
Submit New Facility-Specific Questions to CMS	8/11/2017
Deadline for Authorizing a Vendor for 2017 Fall Survey	8/31/2017
Sampling Window	4/1/2017-6/30/2017
Sample Files Uploaded on ICH CAHPS Website	9/29/2017
Vendors Attest to Receipt of Sample File	10/3/2017
Mail Prenotification Letter	10/20/2017
Mail 1st Questionnaire (mail only and mixed mode)/Begin Telephone data collection (phone only mode)	11/3/2017
Mail 2nd Questionnaire (mail only)/Begin phone follow-up (mixed mode)	12/1/2017
Data Collection Ends	1/12/2018
Vendors Clean/Process Final Data and Construct XML File	1/13/2018-1/30/2018
Deadline for Submitting XML Data File to ICH Data Center	1/31/2018
2018 Introduction to the ICH CAHPS Survey Webinar Training	TBD
2018 ICH CAHPS Survey Vendor Update Training Session	TBD

For more information or additional questions, please contact the Coordination Team via email at ichcahps@rti.org or call 1-866-245-8083.

Emergency Planning: Can you answer these questions?

Are you confident that all members of your staff and your patients are aware of what to do in an emergency? Are you prepared to review your facility's emergency planning with a state surveyor? Can you, your staff, and your patients:

Describe the facility's emergency preparedness program?

- Staff and patients should be able to explain what they would do in an emergency, based upon what they have learned in training and drills.

Know where to find the facility's emergency plan and documentation?

- Staff should know where the plan is, and who the leads are in an emergency.
- Patients should have, at least, an emergency contact sheet and a copy of their dialysis orders.

If you answered **NO** to either of these questions, find out who the emergency lead is at your facility, and work with them to ensure that you, your staff, and your patients are prepared.

For more information visit the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response (HHS ASPR) Technical Resources, Assistance Center, and Information Exchange (TRACIE)'s Tools and Templates webpage at https://asprtracie.hhs.gov/technical-resources/50/dialysis-centers/47#plans-tools-and-templates.

Kidney Community Emergency Response (KCER) Alerts and Information

- Click here for up-to-date KCER Alerts and Recalls.
- For professional and patient KCER resources, please click here.

Stay Connected

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