



End Stage Renal Disease of the Ohio River Valley
3201 Enterprise Pkwy, Suite 210
Beachwood, OH 44122
Phone: (216) 593-0001
Fax: (216) 593-0101
Network9.esrd.ipro.net

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: 2018 Improved Transplant Coordination

Project Background

Patients with End Stage Renal Disease are required to choose among several options for renal replacement therapy including in-center or home hemodialysis, peritoneal dialysis, and transplantation. While renal replacement options, such as dialysis, offer life-sustaining treatment, transplantation offers the opportunity for better clinical outcomes. Included in these outcomes are reduced mortality and morbidity, improved patient quality of life, and less cost and improved survival advantage than long-term dialysis (Meier-Kriesche, Ojo, Port, Arndorfer, Cibrik, D. M., & Kaplan, 2010; Wolfe, et al., 1999). According to the Centers for Medicare and Medicaid Services (CMS) Conditions for Coverage (CFC) for End Stage Renal Disease Facilities (2008) annually, all dialysis providers are responsible for educating their patients about treatment modalities including transplant. In spite of this requirement, gaps in transplant referral exist.

Eligibility for transplant varies depending on the transplant center, patient health status, physician perception of patient's eligibility for transplant, and financial status.

Quality Improvement Activity Description

IPRO End Stage Renal Disease (ESRD) Network (NW) of the Ohio River Valley supports the national focus on the improvement of transplant coordination. The goal is to effect a change in the national kidney transplant wait list over the next five years to achieve 30% inclusion of all patients in the United States with ESRD. The NW will work with 30% (185) of the dialysis facilities in the NW community to effect this change. The NW will collaborate with transplant centers and dialysis facilities to overcome barriers, improve communication regarding the referral process and the flow of patients through the 7 Step Process outlined by Sullivan, et al (2012). These steps illustrate the navigation of the patient from initial interest through wait listing. The participating facilities and transplant centers will participate in the National Coordinating Council (NCC) Transplant Learning and Action Network (LAN)

Network 9 will work with the Medical Review Board (MRB), Subject Matter Experts (SMEs), both large and small dialysis organizations (SDOs, LDOs), Quality Improvement Network/ Organizations (QIN – QIO), hospitals, transplant centers and patient and family members with a goal to improve transplant referral coordination for the entire population

Your facility has been chosen to participate in this activity based on the number patients waitlisted in your facility and the potential for change. Clinical indicators for patient exclusion from this project



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require a medical justification signed by the Physician in the medical record or patients already waitlisted. Project timeline is January 2018 through July 2018

Process related to this activity includes maintaining and sharing accurate monthly records of the patients as they proceed through the seven steps to transplant wait listing, Red cap reporting, and Root Case analysis of the barriers to wait listing outlining and implementing a plan to address some of these causes in collaboration with your facility team. **Additionally, mandatory conference calls will be hosted by the National Coordinating Council (NCC) on behalf of CMS. Invitations will be sent for your participation in the Learning and Action Network- Transplant –LAN.** These calls will be held in February, May, August, and November to discuss this activity in the promotion of transplantation. A timeline of these QI activities is noted below.

Please be aware that e-mails about this QIA will be coming soon to those identified as representatives. Accurate contact information (including name, title, and email address) is critical to ensure appropriate contact and **documentation of your facilities attendance to the LAN events.** Thank you in advance for your assistance and participation in this initiative

Participation in this QIA is mandatory; failure to comply may result in sanction as outlines by Centers for Medicare and Medicaid Services (CMS).

If you have any questions or comments about the QIA, your involvement, participation in the Transplant -LAN, or future interventions please feel free to contact the Quality Improvement Department by email Deborah DeWalt, ddewalt@nw9.esrd.net or Susan Swan-Blohm, 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

- The Network will provide notification of participation in this activity, Education of reporting tools and project contracts for review, signature, and return by January 17,, 2017
- Facilities will participate in a kick off webinar outlining the facilities responsibilities for participation in the QIA, participation in the Transplant-LAN, patient ambassador program outline, project calendar, and Redcap education and responsibilities for reporting.

February

- The Network will provide an informational webinar featuring Dr. Ann Huml outlining the 7 steps in the transplant waitlist process and provide tools to document the patient progress
- The Network will reinforce the use of Redcap reporting with a step by step usage guide
- Facilities will identify and provide contact information for a minimum of 2 patient ambassadors to participate in the QIA



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- Facilities will provide reporting in recap identifying barriers and best practices through the completion of the project in July 2018
- The Network, facilities and patient ambassadors will participate in the Transplant-LAN on a bi-monthly basis to promote sustainability starting in February 2018 through July 2018

March

- The Patient Ambassadors, the Network and facility representatives will participate in a kick off webinar identifying expectations, and project calendar
- The Network will promote information on Living donation and the National Kidney Foundation Peer Mentor Program. The information will be reinforced by composing articles in the PAC speaks, Kidney Chronicles and the Provider Insider.
- The NW will distribute materials listing transplant relative and absolute contraindications for transplant and transplant center contact information.

April

- The NW will promote a Bulletin Board contest stressing transplant education
- The PAC call will focus on Living Donation stories with and the PAC speaks and Kidney Chronicles with focus on these topics will be distributed.
- The NW will provide a webinar to all project participants stressing barriers and solutions

May

- The NW, the facility representatives transplant centers and patient ambassadors will participate in a focus call identifying barriers collected and providing potential solutions.

June

- The Patient Ambassadors will distribute patient stories of successful transplantation as provided by the NW.
- The NW will provide a webinar sharing best practices

July

- The NW will provide Peer mentor bookmarks for distribution in the facilities.
- The Patient Ambassadors will distribute the educational materials along .



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Improved Transplant Coordination-Project Agreement

Dear Provider,

The Network shall achieve Centers for Medicare and 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 that every dialysis facility is expected to achieve.

“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 Networks 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 **Improving Transplant Coordination** (Transplant QIA). After review, please complete the necessary fields, have the Project Lead, Facility Administrator/Nurse manager, and the Medical Director sign, and return to the Network office via **fax at (216) 593-0101 by January 17, 2018**.

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

In anticipation to your timely response, we 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



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Improving Transplant Coordination-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 be completed below; all parties will be invited to participate in the mandatory NCC Transplant LAN
Fax completed pages 5 & 6 to the NW @216-593-0101 by January 17, 2018

Facility Name _____ CCN# _____

Project Lead _____ Project Lead Title _____

Project lead email _____

Medical Director _____

Medical Director Email _____

Facility Manager/ Facility Administrator _____

Facility Manager/ Facility Administrator email address _____

Regional Director/ Area Administrator _____

Regional Director/ Area Administrator email address _____

Regional vice President _____

Regional vice President email address _____



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CMS believes that you- the patient are the most valuable player on the healthcare team. Building interventions centered on the patient is the goal of every CMS project.

How can you help? We would like you to become a vital member of the healthcare team. You will be requested to participate in webinars or calls to support the goal of increasing the amount of patients on the transplant waitlist. You will assist your facility in education of patients in your unit on transplant as an option. Your efforts will be shared with facility management in their monthly governing body meetings.

I, _____, agree to represent,

my unit, _____ CCN# _____
(This line will be filled in by your facility staff)

in the Improved Transplant Coordination project. This project will run through July 2018.

SIGNATURE _____

PRINTED NAME _____ DATE _____

PHONE: _____ EMAIL _____ --

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