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Thank you for Joining us today
the Webinar will begin shortly



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Population Health Focused Pilot QIA: Vocational Rehabilitation

Andrea Bates, MSW, LSW
Patient Services Director

Kenny Kinder, BSW
Patient Services Coordinator II

February 22nd, 2018

Today's Agenda

- Review Goals of the Voc. Rehab. quality improvement activity.
- Guest speaker patient SME Micah Gourlas
- Using Patient Ambassadors to promote Voc Rehab.
- Review the barriers identified through the RCA and ideas from facility Plan Do Study Act (PDSA) reviews.
- Supporting patient use of Voc Rehab services:
 - Guest speaker: Kevin Schaefer, MSW, LSW
 - Red Book – SSA Work Incentives/Employment Supports for transplant candidates and new recipients
- Outline how to appropriately document patient's VR status in CROWNWeb

Vocational Rehabilitation: Project Goals

- Target prevalent patients' age 18-54 who are receiving dialysis.
- Network goal
 - Demonstrate at least a 5% increase in referral rate
 - Demonstrate a 2% increase in patients receiving VR/EN services

Common Scenarios - Vocational Rehabilitation	
CROWNWeb Category	Scenario:
Referred to VR	Social worker gave patient phone number for VR
Referred to VR	Patient is being recommended for VR, but has not agreed to participate
Currently in VR	Patient went to VR orientation and was assigned a counselor
Currently in VR	Patient filled out an application

Guest Speaker

Micah Gourlas – Patient Subject Matter Expert

Davita – Dayton North Dialysis

- **In-Center Hemodialysis Patient**
- **Vocational Rehabilitation recipient**

Patient Ambassadors

Patient Ambassador: Roles and Responsibilities

- Any patient can participate as a PA. The PA may be an individual who has already completed the VR/EN process or it may be an individual who is currently going through the process
- Collaborate with staff members to promote education on VR services and encourage patients to be referred.
 - Lobby days displaying resources and information
 - PAs engage in chairside conversations with interested patients
 - Assist with distributing resources, materials, newsletters, etc.



What is a Patient Ambassador?

- CMS believes that the patient is the most valuable player on the healthcare team. Building interventions centered around the patient is the goal of every CMS project.
- The Network will require facilities to designate a minimum of one patient, or preferably, one patient per shift to assist with the goal of that facilities QIA.
- The Patient Ambassador is viewed as an individual who is a role model, demonstrates good communication skills and displays an outgoing personality
- Healthcare that results in the best outcomes revolves around team work. We are looking for patients to become a part of the healthcare team working on the goal of that facility's QIA.



PDSA Results: Barriers and Proposed Interventions

Identified Barriers from the RCA

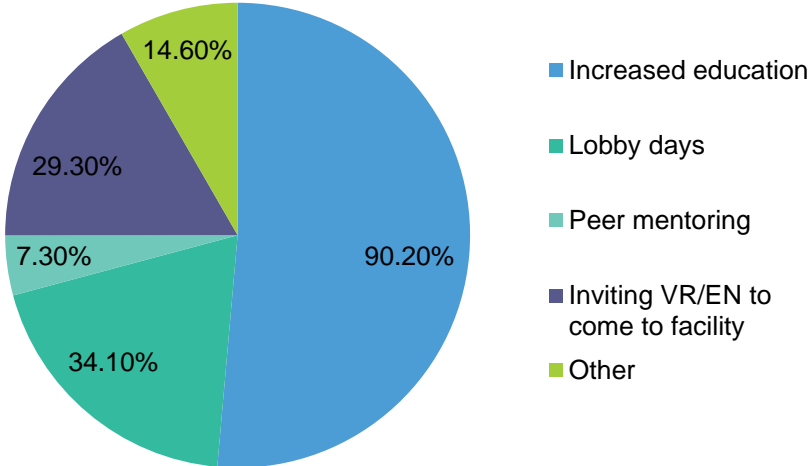
- **Lack of patient interest**
 - Fear that employers will not hire them due to treatment schedule
 - The enrollment process takes too long
- **Patient feels too ill or sick**
 - Post treatment fatigued
 - Too many medical appointments
- **Transportation**
 - Services only cover medical appointments
 - Insurance providers place restrictions on transportation services

PDSA Results and Proposed Interventions

Identified potential best practices:

- Collaboration with the local VR/EN agencies for orientation schedule and updated resources
- Increased one on one education using a peer mentoring approach and motivational interviewing
- Assist eligible patients with navigating through the VR/EN application process
- Promotion of VR/EN through use of scheduled a lobby days and other visual aides
- Exploring community transportation options for patients interested in pursuing VR/EN services

Facility Percentage Breakdown of Interventions



Supporting Patients Use of Vocational Rehabilitation

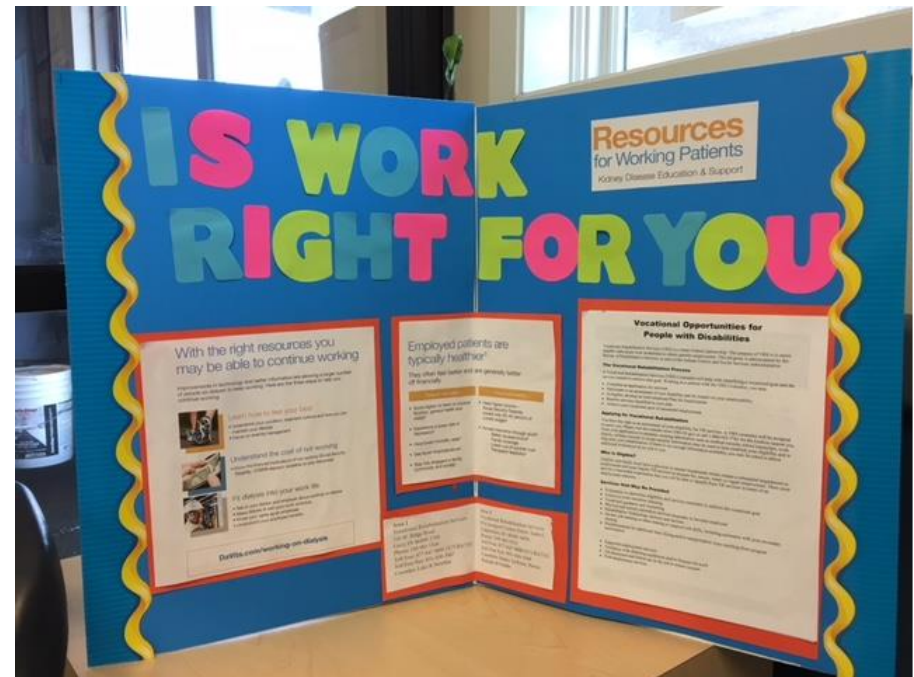
Benefits of Continuing Work

- Research has indicated a patient's ability to work is intertwined with one's sense of self-worth.
- Originally, the intent of the Medicare End Stage Renal Disease (ESRD) Program was to keep dialysis patients employed and productive ([Unemployment Among Dialysis Patients is a Complex Issue - Nephrology News & Issues](#)).
- Creating processes that refocus patients on the ability to obtain employment could lead to the patients experiencing an improved perception of their overall quality of life ultimately leading to more employment within this targeted group.

Guest Speaker

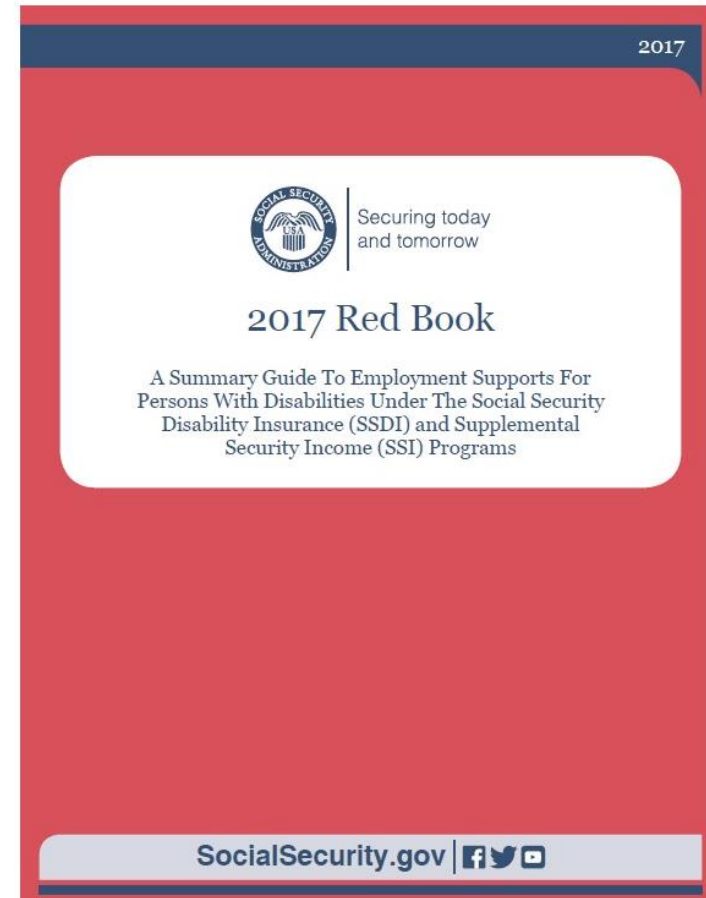
Kevin Schaefer, MSW, LSW
Renal Social Worker
Davita Healthcare Partners
Merrillville Dialysis

- Extensive background in VR services with at-risk and disabled populations



Red Book: A Guide To Work Incentives

- **Red Book** serves as a general reference source about employment related provisions of SSDI and SSI for educators, advocates, rehabilitation professionals, and counselors who services individuals with disabilities
- **Resource Link:**
 - [2017 English Version – PDF](#)
 - [2017 Spanish Version - PDF](#)



SSA Work Incentives/Employment Supports: Transplant Candidates/New Recipients

Substantial Gainful Activity (SGA)

- The SGA amount in 2018 is \$1080 for non-blind or \$1970 for legally blind. If after the TWP ends you continue earning more than the SGA, your SSDI checks will stop.

Impairment Related Work Expenses (IRWE)

- SSA deducts the cost of certain items and services that you need to work from your gross wages before it decides if your work is *substantial gainful activity*.
- Examples include prescribed drugs, medical devices, work-related transportation, home changes to work at home or to leave the home for work, etc.

Trial Work Period (TWP)

- Allows you to test your work ability for at least 9 months.
- You'll get SSDI no matter how much you earn but you must report your earnings and still be disabled.
- Earnings under \$850 per month don't use any trial work months.
- Your TWP continues until you've used 9 trial work months (not necessarily in a row) during a 5-year period. After that, SSA looks at whether your earnings are above the SGA level after deducting any IRWE, both are described below.

SSA Work Incentives/Employment Supports: Transplant Candidates/New Recipients

Continuation of Medicare and Medicaid for Persons w/ Disabilities Who Work

- If you have a transplant and another disability or lose your SSDI due to work income, your free Medicare Part A, premium Part B and Part D continue for another **7 years and 9 months**.
- After that you can keep Medicare Part A and B by paying those premiums. Your state may pay your Part A premium if you qualify.
- NOTE: If you're on dialysis, you can keep Medicare regardless of your work income if you pay the premium.

Continued Payment under VR or Similar Program (Section 301)

- Allows you to keep your SSI or SSDI check if you started getting services from VR or an EN while still getting SSI and/or SSDI if your goal is to go off SSI and/or SSDI after you finish the plan.
- Those who keep SSDI while working with VR or an EN keep Medicare too, which extends beyond 3 years depending on the timeline for the plan.

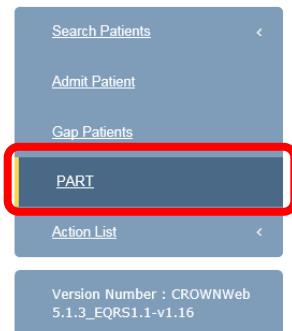
Reporting in CROWNWeb

CROWNWeb Definitions: Vocational Rehabilitation

Common Scenarios - Vocational Rehabilitation	
CROWNWeb Category	Scenario:
Referred to VR	Social worker gave patient phone number for VR
Referred to VR	Patient is being recommended for VR, but has not agreed to participate
Currently in VR	Patient went to VR orientation and was assigned a counselor
Currently in VR	Patient filled out an application
Declines VR	Patient went to VR orientation and did not follow up after the orientation
Declines VR	Patient has indicated they do not want to participate in VR program
Not Eligible for VR	Patient has co-morbid conditions that prevent them from being able to work
Not Eligible for VR	Patient is undocumented and does not have a legal right to work in the US
Completed VR	Patient went through VR program and achieved their VR goals (got job, completed college, etc.)

Step One: Select Patient to Edit

- Under the patient tab, select the PART option on the left side of the screen
- Enter in your CCN# and hit “Go”
- Once your facility name is displayed, select the “Search” option



Search Patients <

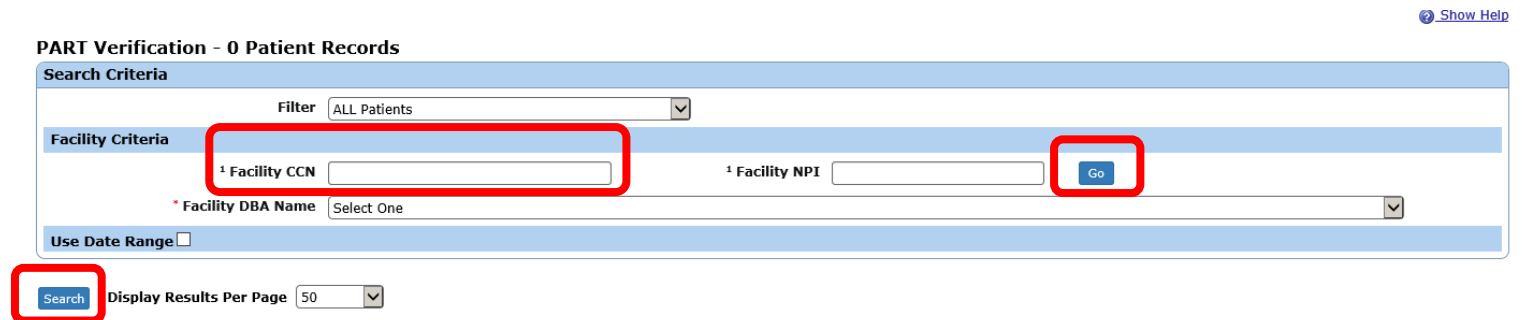
Admit Patient

Gap Patients

PART

Action List <

Version Number : CROWNWeb
5.1.3_EQRS1.1-v1.16



[Show Help](#)

PART Verification - 0 Patient Records

Search Criteria

Filter ALL Patients

Facility Criteria

¹ Facility CCN

¹ Facility NPI

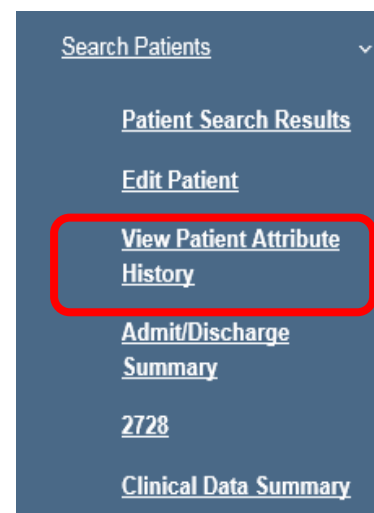
* Facility DBA Name Select One

Use Date Range

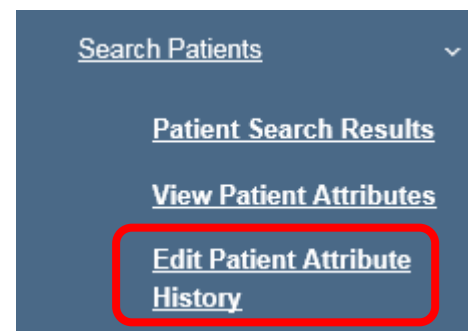
Display Results Per Page 50

Step Two: Review the Patient's Attributes

- Once in the “View Patient Attributes” screen, select the “View Patient Attribute History” on the left side of the screen



- Once you are in the patient's attribute history, on the left side of the screen, select the “Edit Patient Attribute History”



Step Three: Confirm VR Status with Patient

- Scroll down the page to the last attribute “Vocational Rehabilitation Status History.” If there is no VR status selected at all, choose the “Add Vocational Rehabilitation Status” option
- If there is a status already selected, please speak with the patient directly to confirm VR status

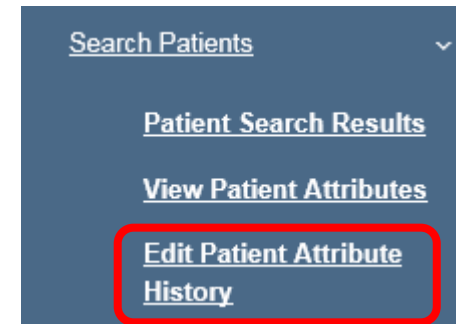
Effective Date

No Vocational Rehabilitation Status Selected

Add Vocational Rehabilitation Status

Step Four: Add Updated VR Status

- If patient's VR status has changed, you will have to edit the patient history by clicking on the "Edit Patient Attribute History" once again
- Scroll down to the Vocational Rehabilitation Status History and select "Add Vocational Rehabilitation Status."



Step Five: Delete Previous VR Status

- Enter in patient's updated VR status and effective date. Next, select the previous VR status and check the "Delete" box. Select "Submit."
- The patient's VR status has now been updated in CROWNWeb

Status	Effective Date	Delete
Referred to VR		<input type="checkbox"/>
Currently in VR	04/16/2013	<input type="checkbox"/>


Delete the previous VR status

Next Steps

- **Identify your facility's Patient Ambassadors via electronic survey**
 - You will receive an electronic survey to report your choice via RedCap
- **Begin your facility's data clean-up with patient VR status**

Thank You for Attending



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ESRD Network of the Oho River Valley
3201 Enterprise Parkway, Suite 210
Beachwood, OH 44122
(216)593-0001
(216)593-0101

<http://network9.esrd.org>

Corporate Headquarters
1979 Marcus Avenue
Lake Success, NY 11042-1072

<http://ipro.org>