



**Thank You for Joining Us
We Will Begin Shortly**

The IPRO ESRD Program Presents:

2016 ICH CAHPS Quality Improvement Activity (QIA)

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Objectives & Content

- **Background of the ICH CAHPS Survey**
- **Data Trends from the Spring 2015 Administration of ICH CAHPS**
- **An overview of the ICH CAHPS QIA including: selection criteria, goals, interventions, and reporting**
- **Q&A Session**

ICH CAHPS Background

- **ICH CAHPS: In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems**
- **A tool used to measure patient experience of care**
- **Participation is required for all eligible facilities**
- **ICH CAHPS is conducted each Spring & Fall**
- **The Survey is carried out by 3rd party vendors chosen by the dialysis facility**

Project Background

- **Starting in 2016 CMS has asked ESRD Networks to conduct a Quality Improvement Activity (QIA) based on facility performance on ICH CAHPS**
- **The Network was asked to select the lowest performing question on the survey statewide which was found to be #39 (Below)**

Question #39

Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?

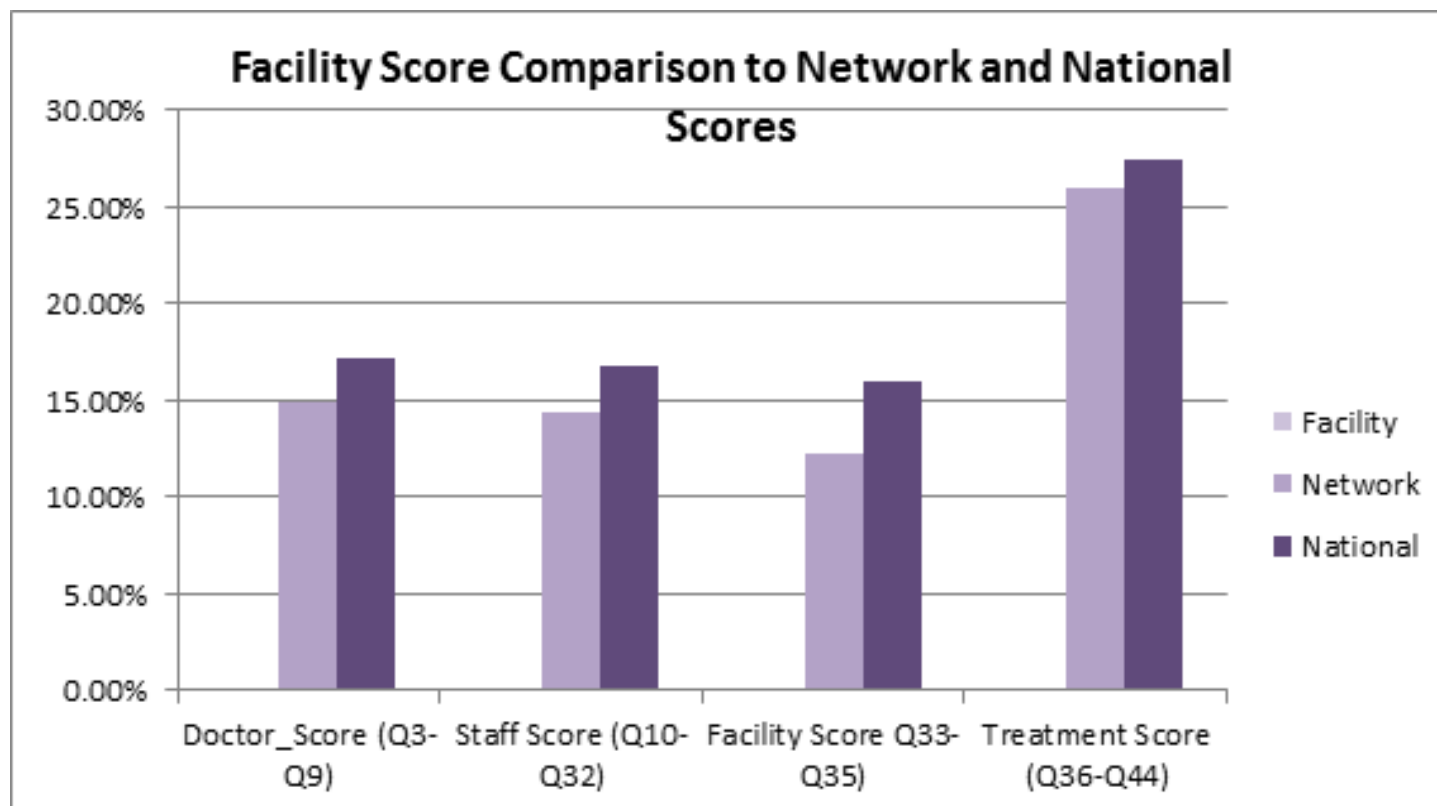
Yes

No

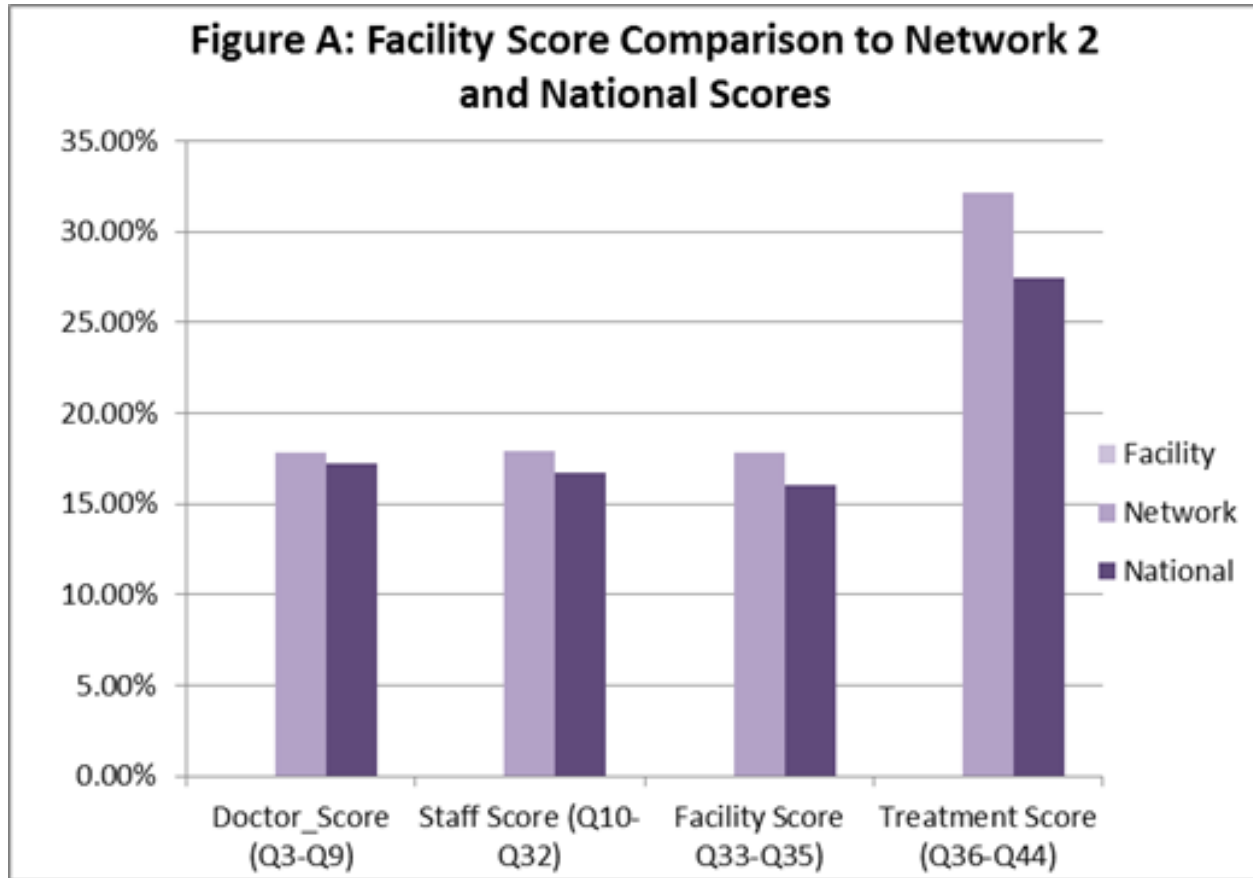
Project Background

- **Based off the content of question #39, the focus of the QIA will be to educate patients & staff on peritoneal dialysis**
- **The Network targeted a total of 20 facilities state wide that received the lowest scores on question #39 for participation in the QIA**
- **For the most part, the facilities chosen do not offer home modalities**

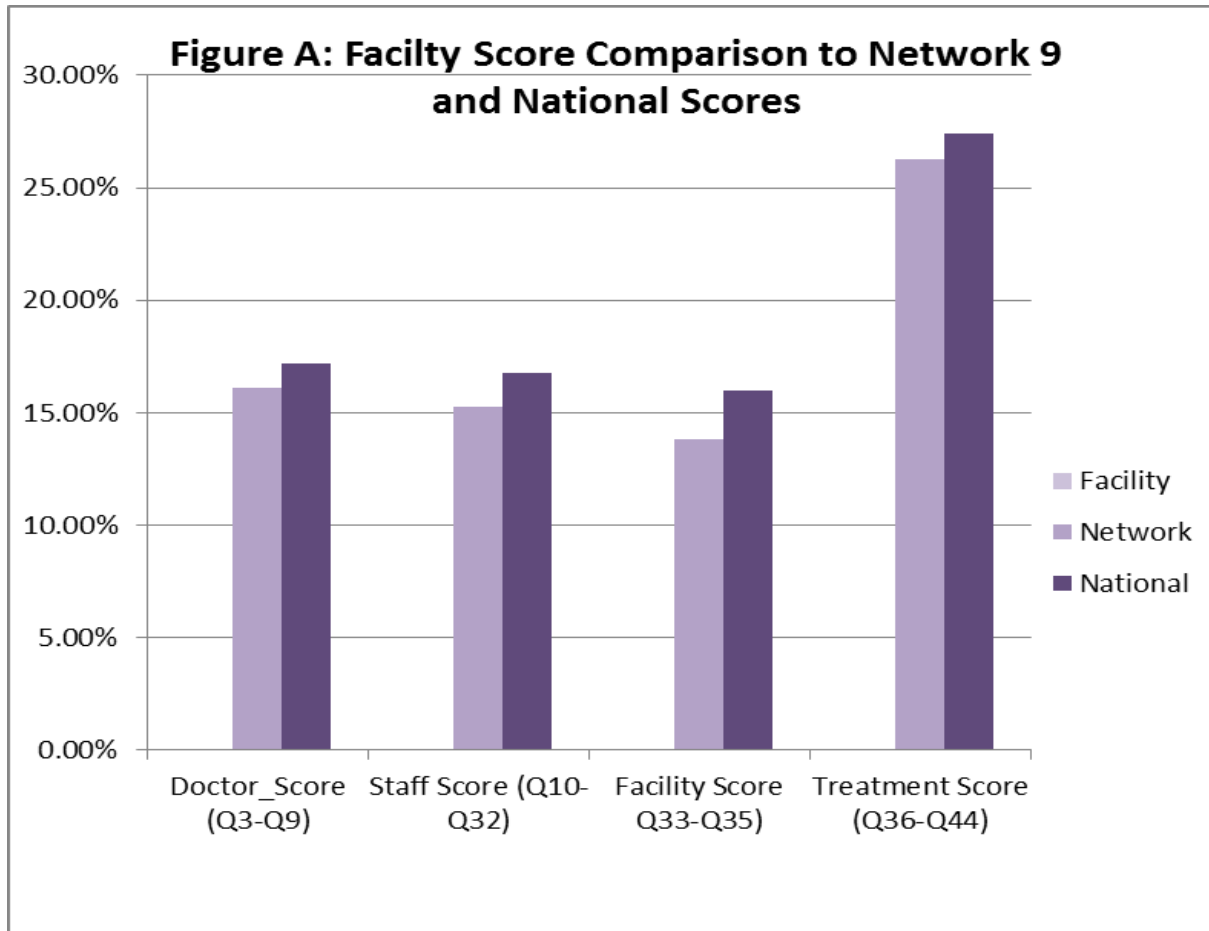
ICH CAHPS Data: Network 1



ICH CAHPS Data: Network 2



ICH CAHPS Data: Network 9



Why Educate to Peritoneal Dialysis?

- **Patients should be aware of all treatment options for ESRD**
- **Even if a patient is not suitable for PD or would ultimately prefer HD, they should still be aware of other modalities**
- **ICH CAHPS is tied to reimbursement in the ESRD Quality Incentive Program (QIP)**
- **Conditions for Coverage: V.458 (7) Patients have the right to be informed of all treatment options**

Project Goals

- **Achieve a 5% relative improvement from baseline (19%) to re-measure (calculated in October) on the composite measure, specifically question #39, of ICH CAHPS in selected facilities**
- **Promote positive interactions, learning processes and best practices related to the ICH CAHPS survey and serve as the foundation for changing patient opinions and perceptions of satisfaction.**

Interventions


Rollout Phase	Timeframe	Intervention	Target Audience
Phase 1	April-September	PD Word Search Activity	Patients/Care Partners
		PD Educational Poster	Technicians/ Other Staff
Phase 2	June-September	PD Position Letter (from Nephrologist Spokesperson)	Nephrologists, Medical Directors, Facility Administration
Phase 3	August-September	Peritoneal Dialysis Awareness Week: Stickers, Bracelets, Lobby Days	Patients/Care Partners/All Dialysis Facility Staff

Facility Steps: Initial

- **Choose a project lead for the facility, discuss the project with your interdisciplinary team**
- **Return your facility agreement signed by April 6th**
- **During the second and third week of each month provide educational interventions for 1/6th of your facility population (Patient Crossword Puzzle and staff poster will be provided)**

Facility Steps: Re-measurement Survey

- **Survey the patients who you had educated using the interventions**
- **Return the completed surveys the Network in the provided envelope**

	End-Stage Renal Disease Network of New York 1979 Marcus Avenue Lake Success, NY 11042-1072 (516) 209-5578 http://esrdny.ipro.org	ISO 9001:2008 CERTIFIED
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Dear Patient,

The IPRO End Stage Renal Disease Network Programs are contracted with the Centers for Medicare & Medicaid Services (CMS) to oversee quality of care at out-patient dialysis facilities. As part of the Networks work, we would like to make sure that patients are educated to the treatment options available to them.

- Please take the time to answer the question below, and then place this sheet of paper into the envelope provided to you for confidentiality.

If you have any questions or concerns please contact your ESRD Network at our toll free patient phone number _____

<p>Survey Question</p> <p>Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
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Facility Steps: PD Week

- **Each facility will be asked to hold a “PD Awareness Week” event during early September**
- **The Network is working with patient SMEs to develop materials to help facilities promote this event**

Example

- **“Facility A” has an overall census of 120 patients**
- **Each Month from April-September “Facility A” will provide interventions for 20 patients and then re-survey those same 20 patients**
- **Facility A may choose any way to do this that they would like as long as they do not survey the same patient more than once**

Overcoming Challenges

- **Staff are very busy and do not have enough time for the project:**
 - **Utilize a team approach**
 - **Start a “Peritoneal Dialysis lobby event” or “Know Your Options” initiative**
- **Some patients are not interested in the project**
 - **Not all patients will be, they are allowed to refuse**
 - **Focus on patients who want to participate**
- **Patients start the interventions but loose materials sometimes**
 - **Have a staff member offer to hold on to the materials their office or at the front desk if there is a secure location**

ICH CAHPS QIA: Best Practices

- **Designate more than one lead, make this a team activity, make sure to involve technicians, make sure ALL staff are aware of the project and receive education**
- **Ask a PAC member or active patient to help promote the project**
- **Collect patient materials at the end of treatment so they do not get lost**
- **Offer encouragement and assistance as needed**

Available Resources: IPRO ESRD Network Program Website

- <http://esrd.ipro.org>

The screenshot shows the homepage of the IPRO ESRD Network Program website. At the top, there is a navigation bar with the IPRO logo and the text "End-Stage Renal Disease Network Program". The navigation menu includes "Home", "About Us", "Our Initiatives", "Who We Serve" (highlighted with a red circle), and "Events". Below the navigation bar is a banner featuring three photographs of diverse people: a family, an elderly couple, and two women. A dark blue banner across the middle of the photos contains the text "PROMOTING SAFE, EFFECTIVE, PATIENT-CENTERED CARE". Below the banner are eight service areas, each with an icon and a brief description:

- IMPROVING QUALITY**: Outcome Driven Results
- PATIENT SAFETY**: Preventing Adverse Events
- PATIENT ENGAGEMENT**: Experience of Care
- DATA SYSTEMS**: CROWNWeb, NHSN, DFR
- ESRD NETWORKS**: Areas We Serve
- PUBLICATIONS**: Newsletters, Reports and Links
- REGULATIONS**: State and Federal
- VALUE-BASED CARE**: ESRD QIP and 5 Star

Please Feel Free to Contact The Network

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