



End-Stage Renal Disease
Network Program

Patient Facility Representative (PFR) Alliance Meeting

April 6, 2023



Patient and Family Engagement Program Team



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Today's Agenda



**Meeting
Reminders**



PFR Check-In



**Quality Incentive
Program (QIP)**



Transplant



QI Activities



**Closing
Remarks**



Meeting Reminders

- All phone lines are muted upon entry to eliminate background noise/distractions
- We will be monitoring Chat throughout the meeting for questions or comments
- All slides will be shared within a week of completion of the meeting



Welcome to Our April Meeting!

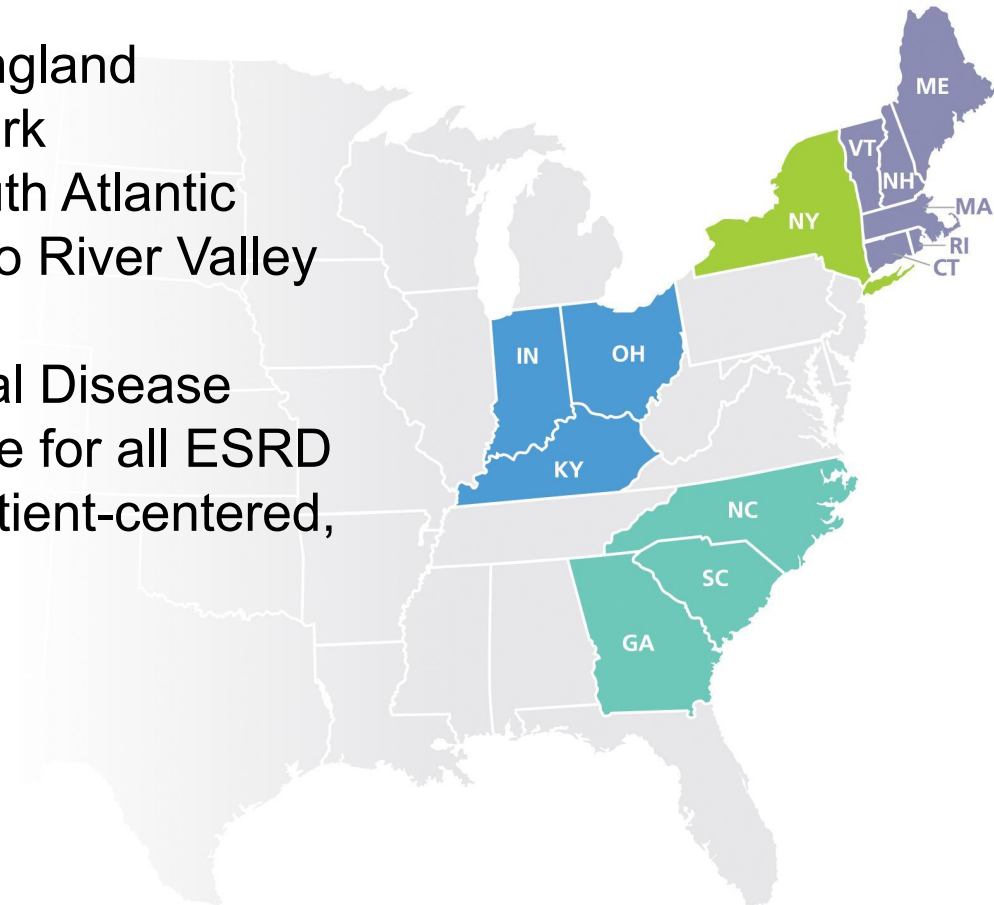


Shezeena Andiappen, MSW
Patient Services Coordinator



IPRO ESRD Network Program

- The IPRO End-Stage Renal Disease Network Program includes four ESRD Networks:
 - Network 1: ESRD Network of New England
 - Network 2: ESRD Network of New York
 - Network 6: ESRD Network of the South Atlantic
 - Network 9: ESRD Network of the Ohio River Valley
- The mission of the IPRO End-Stage Renal Disease Network Program is to promote healthcare for all ESRD patients that is safe, efficient, efficient, patient-centered, timely, and equitable.





Network Check-In

- **Which Network are you from?**
 - Network 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)
 - Network 2 (New York)
 - Network 6 (North Carolina, South Carolina, Georgia)
 - Network 9 (Indiana, Kentucky, Ohio)





Network Check-In

- **Which program(s) have you heard about previously?**
 - Quality Incentive Program (QIP)
 - Performance Score Certificate (PSC)
 - Five-Star Quality Rating System
 - Care Compare
 - All of the above
 - None of the above



Do You Know How the Quality of Care for ESRD Patients is Measured?



Agata Roszkowski, LMSW
Patient Services Director



Care Measures for ESRD Patients

- There are several resources available that can help ESRD patients make choices about care, and where to have dialysis treatments based on quality measures
 - Quality Incentive Program (QIP)
 - Performance Score Certificate (PSC)
 - Five-Star Quality Rating System
 - Care Compare

As an informed consumer, you can learn how to get the most from the healthcare system



Quality Incentive Program (QIP)

- The Centers for Medicare & Medicaid Services (CMS) implemented the **End-Stage Renal Disease (ESRD) Quality Incentive Program (QIP)** in 2012 to help ensure that high quality healthcare is provided to all ESRD patients
- This program changes the way CMS reimburses for the treatment of patients who receive dialysis by linking a portion of payment directly to facilities' performance on quality of care measures
 - These types of programs are known as “pay-for-performance” or “value-based purchasing” (VBP) programs
- Facilities that do not meet performance standards are penalized between 0.5 percent and 2 percent on their Medicare reimbursement



Quality Incentive Program (QIP)

What performance measures are included in the Calendar Year (CY) 2023 QIP?

- **Clinical Care** (40% of Total Performance Score)
 - Dialysis Adequacy (Kt/V) ★
 - Vascular Access Type
 - Standardized Fistula Rate ★
 - Long-Term Catheter (> 90 days) Rate ★
 - Hypercalcemia (uncorrected calcium)
 - Standardized Transfusion Ratio (STrR) Reporting Measures
 - Ultrafiltration Rate (URR) Measure
- **Care Coordination** (30% of Total Performance Score)
 - Standardized Readmission Ratio (SRR) Measure ★
 - Standardized Hospitalization Ratio (SHR) Measure ★
 - Clinical Depression Screening & Follow-Up Reporting Measures
 - Percentage of Prevalent Patients Waitlisted (PPPW) Measure ★

★ *Paused measures not used for scoring or payment adjustments, but still publicly reported.*



Quality Incentive Program (QIP)

What performance measures are included in the Calendar Year (CY) 2023 QIP?

- **Patient & Family Engagement** (15% of Total Performance Score)
 - In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) Measure ★
- **Safety** (15% of Total Performance Score)
 - National Healthcare Safety Network (NHSN) Bloodstream Infection (BSI) Measure
 - NHSN Dialysis Event Reporting Measure
 - Medication Reconciliation (MedRec) Measure
- For more information about the QIP, go to <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRD/QIP>

★ *Paused measures not used for scoring or payment adjustments, but still publicly reported.*



Performance Score Certificate (PSC)

- As part of the QIP, CMS adds up all the points each dialysis facility receives every year on performance measures (called the Total Performance Score) and gives your facility a **Performance Score Certificate (PSC)** containing the results
 - It is like a report card for your facility
- The PSC shows how well your facility has performed and compares its performance to other facilities across the country
- Look for the PSC in the lobby of your dialysis facility
 - Each facility must print the PSC and post both Spanish and English versions in a place where patients and caregivers can see
 - A new certificate should be posted at the end of every year
- If you have questions, ask any of the staff members at your facility about the ESRD QIP scores, including the Performance Score Certificate (PSC)



Performance Score Certificate (PSC)

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

End-Stage Renal Disease Quality Incentive Program
2021 Certificate of Dialysis Facility Performance

68
Facility Score

0 100
59
National Average

Facility Medical Director

/s/ Lee Fleisher
CMS Chief Medical Officer

The Total Performance Score (TPS) is a single number that tells how a facility performed in the ESRD QIP and determines whether CMS will lower that facility's payments by up to two percent for an entire year. Along with other CMS ESRD programs, it provides information on the quality of care provided by facilities. Each facility earns points for its performance in 2019 based on one of two factors 1) how close the facility's performance is to the national median in 2017, and 2) how much the facility improved relative to its previous performance in 2018. Since the score can be calculated differently for each facility, the TPS should not be used alone to compare different facilities. Please use the Dialysis Facility Compare website for more information about comparing dialysis facilities in your area.

**Dialysis facilities are required to post this certificate prominently in a patient area.
This certificate expires December 31, 2021.**

To learn more about ESRD QIP and other CMS quality initiatives, visit:
ESRD QIP webpage on CMS.gov: [cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRDQIP](https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRDQIP)
ESRD Network Coordinating Center: [esrdncc.org](https://www.esrdncc.org)
Dialysis Facility Compare: [medicare.gov/DialysisFacilityCompare](https://www.medicare.gov/DialysisFacilityCompare)



Five-Star Quality Rating System

- In 2013, the Centers for Medicare & Medicaid Services (CMS) launched the **Five-Star Quality Rating System** to help consumers make informed and educated decisions about where to receive dialysis care
- The Five-Star Quality Rating System uses data from dialysis facilities' Total Performance Score on the QIP (called the Quality Rating) to assign a star rating of 1 to 5 to each dialysis facility
 - In 2020, CMS added the ICH CAHPS survey score (called the Patient Survey Rating) to the Five-Star Quality Rating System, establishing a comprehensive assessment of care (quality of care and patient experience of care)
- For more information about the Five-Star Quality Rating System, go to <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/FSQRS>



Care Compare

- For people with Medicare - or their caregivers - who want to choose a Medicare provider, **Care Compare** <https://www.medicare.gov/care-compare/> provides a single source search and compare experience, that lets you:
 - Find information about providers and facilities based on individual needs
 - Get helpful resources to choose health care providers
 - Make more informed decisions about where to get healthcare



Care Compare

MY LOCATION * PROVIDER TYPE * KEYWORDS (optional)

Street, ZIP code, city, or state Select one ▼

[Show search history](#)

Or, select a provider type to learn more:

- Doctors & clinicians
- Hospitals
- Nursing homes including rehab services
- Home health services
- Hospice care
- Inpatient rehabilitation facilities
- Long-term care hospitals
- Dialysis facilities



Dialysis facilities

See quality of care and patient survey ratings for Medicare-certified dialysis facilities in your area. Dialysis facilities provide treatment for people with kidney failure or end-stage renal disease (ESRD).

Search for dialysis facilities near you

MY LOCATION *

Street, ZIP code, city, or state





Care Compare

Filter by: Distance: 25 mi. Quality rating Patient survey rating Services [Clear all filters](#)

8. U.S.Renal Care Branford Dialysis

8.3 mi 322 East Main Street
Suite 1a
Branford, CT 06405
(203) 483-0710

Quality rating



Patient survey rating

Not available 1

Compare



9. Wallingford Dialysis Care LLC

8.9 mi 720 N Main Street Ext
Suite 3
Wallingford, CT 06492
(203) 265-0667

Quality rating



Patient survey rating

Not available 1

Compare



10. U.S.Renal Care Orange Dialysis

9 mi 240 Indian River Rd, Suite D
Orange, CT 06477
(203) 891-8992

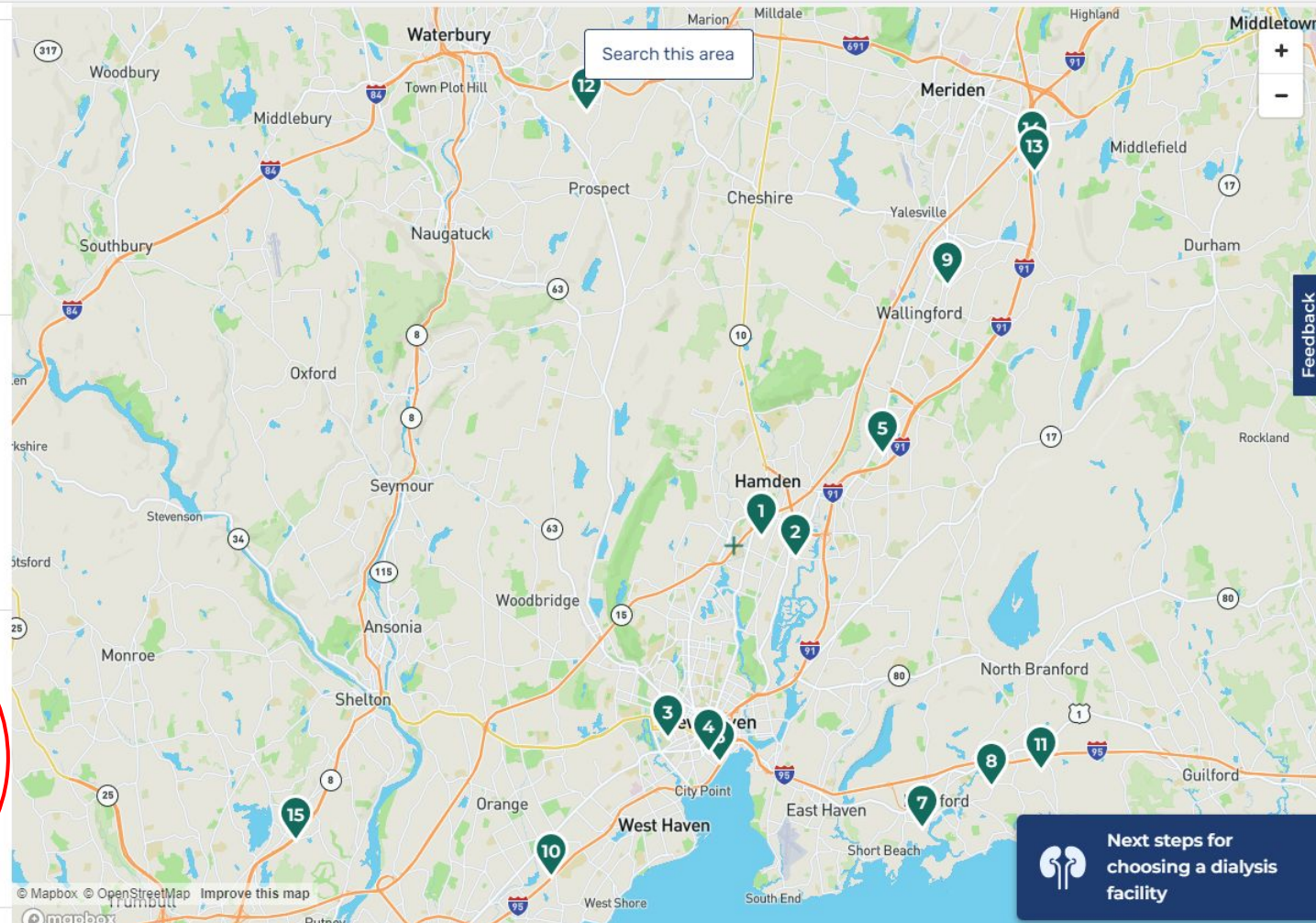
Quality rating



Patient survey rating



Compare



Next steps for choosing a dialysis facility



Care Compare

- Care Compare also offers a checklist to help ESRD patients choose a dialysis facility

https://www.medicare.gov/care-compare/en/assets/resources/dialysis-facility/DFC_checklist_11-26-19_508.pdf

Checklist to help you choose a dialysis facility.

Finding dialysis facilities that are an option for you

Ask your kidney doctor:

- What type of dialysis would you recommend, and why?

- Which dialysis facilities do you refer people to?

- Which dialysis facility do you suggest, and why?

- What other dialysis facilities are in this area?

- Can you tell me about getting dialysis at home?

- What can you tell me about kidney transplants?

Look at the information on dialysis facility quality on Medicare.gov.

Decide which dialysis facilities you want to visit and learn more about, and make plans to go.

During your visit at a dialysis facility

Take a careful look around the dialysis facility. You may want to think through these questions:

- How close is the facility to you (e.g., close to home, work, etc.)?

- How much does it cost to pay for parking?

- How far is the facility from the front door of the facility?

- Is it warm or cold?

Ask the dialysis facility staff for some basic information:

- What hours are you open? Does that change during the holidays?

- How many nurses and technicians work on each shift at this dialysis facility? How many patients do they take care of at a time?

- How many dialysis machines are there?

- How many patients are on the dialysis machines?

- How many patients are waiting for dialysis?

- How long does it take to get dialysis?

- How long does it take to get to the facility?

- How long does it take to get to the front door of the facility?

- How long does it take to get to the parking lot?

- How long does it take to get to the bus stop?

- How long does it take to get to the train station?

- How long does it take to get to the subway?

- How long does it take to get to the airport?

- How long does it take to get to the highway?

- How long does it take to get to the interstate?

- How long does it take to get to the main road?

- How long does it take to get to the side road?

- How long does it take to get to the driveway?

- How long does it take to get to the garage?

- How long does it take to get to the basement?

- How long does it take to get to the attic?

- How long does it take to get to the porch?

- How long does it take to get to the balcony?

- How long does it take to get to the terrace?

- How long does it take to get to the lawn?

- How long does it take to get to the garden?

- How long does it take to get to the yard?

- How long does it take to get to the driveway?

- How long does it take to get to the garage?

- How long does it take to get to the basement?

- How long does it take to get to the attic?

- How long does it take to get to the porch?

- How long does it take to get to the balcony?

- How long does it take to get to the terrace?

- How long does it take to get to the lawn?

- How long does it take to get to the garden?

- How long does it take to get to the yard?

Ask the dialysis facility staff about other resources available at the dialysis facility:

- Can you help me if I have transportation problems?
 Yes No

Ask the dialysis facility staff about their staff and operations:

- How many nurses and technicians work on each shift at this dialysis facility? How many patients do they take care of at a time?
 Yes No

Ask the dialysis facility staff about other resources available at the dialysis facility:

- Can you help me if I have transportation problems?
 Yes No



Network Check-In

- **As a PFR, do you feel this presentation provides you with enough information to talk to ESRD peers about how the quality of care for ESRD patients is measured?**
 - Yes
 - No
 - Unsure



Questions? Comments?



Donate Life Month



Shezeena Andiappen, MSW
Patient Services Coordinator



Community Awareness Campaigns

April

- National Public Health Week (April 8th-April 14th)
- World Health Day (April 14th)
- National Blue and Green Day
- Primary Immunodeficiency Month

National
Public Health Week
First full week of April



April is NATIONAL MONTH

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	31	1
2	3	4	Donate Life Living Donor Day 	6	7	Spirit Week Volunteer Appreciation Day 
Create Donate Life Rocks 	Donate Life Flag Raising Day 	Send a Message of Hope & Thanks 	Thank Your Healthcare Heroes! 	Donate Life Chalk 	National Donate Life Blue & Green Day 	15
16				20		22
National Pediatric Transplant Week (April 23-29) 	24	25	26	27	28	29

Learn more and register today at DonateLife.net.



What is Donate Life Month?

National Donate Life Month (NDLM) was established by Donate Life America and its partnering organizations in 2003. Observed in April each year, National Donate Life Month helps raise awareness about donation, encourage Americans to [register as organ, eye and tissue donors](#) and to honor those that have saved lives through the gift of donation.

The year for National Donate Life Month (NDLM) 2023, Donate Life America was inspired by the natural world of a pond coming to life in the spring. Frogs (and toads!) are a sign of healing and renewal, and water lilies represent hope. The lily pads we see on the surface of a pond are part of a much larger plant rooted below the water. The water lily plant reminds us of the support and collaboration needed for hope to bloom.



Understanding Kidney Donation

- A kidney transplant is a surgical procedure to place a kidney from a living or deceased donor into a person whose kidneys no longer function properly.
- A kidney transplant is used to treat kidney failure (also called end-stage renal disease, ESRD), a condition in which kidneys can function at only a fraction of their normal capacity. People with end-stage kidney disease need either dialysis or a kidney transplant to stay alive.
- Causes of kidney failure may include diabetes, polycystic kidney disease (PKD), chronic uncontrolled high blood pressure (hypertension), or chronic glomerulonephritis (an inflammation and eventual scarring of the glomeruli — the tiny filters within your kidneys).
- More than 90,000 people in the US are waiting for a kidney donation.



How Does A Living Donation Work?

A person can live with only one kidney, [living donation](#) offers another choice for some transplant candidates. The average waiting time for a donor kidney from a deceased donor is 3 to 5 years. A kidney from a living donor offers patients an alternative to years of dialysis and time on the national transplant waiting list. With living donation, a patient may be able to receive a transplant in 1 year or less. After donation, the living organ donor's remaining kidney will enlarge, doing the work of 2 healthy kidneys.



Who Can Be a Living Donor?

Family members are often the most likely to be compatible living kidney donors, but many people undergo successful transplants with kidneys donated from people who are not related to them. Living donors will have a full medical exam, must be at least 18 years old, and in good physical and mental health. Different transplant centers have different limits on who can donate. The [Kidney Transplant Learning Center](#) offers resources on how to prepare to make the living donor ask and/or to have a family member or friend serve as a living donor champion.



The Process of Living Donation

1. Patients who are interested in receiving a living donation must find a living donor
2. Waiting time is based on finding a living donor and the time it takes to complete the medical evaluation
 - Living donors are fully evaluated:
 - i. To ensure donating a kidney will not cause more harm than good
 - ii. To test if they are a match for the patient

What Happens If My Donor Isn't a Match For Me?

Kidney Paired Donation!

- Your donor is matched to another person in need and another person's donor is matched to you





How Do I Find A Living Donor?

- Living donation can come from someone who is emotionally related to the patient such as a good friend, spouse, or family member and it can also be from a stranger.
- You can ask directly or indirectly
 - Direct ask tends to be more of a challenge for patients but one out of every four people say they would be willing to donate an organ
 - There are many ways to ask indirectly for a living donation
 1. **Ask your transplant center:**
 1. Do they have a platform they use to campaign for a donor?
 2. Can they help create a social media campaign for you?
 2. Ask someone you're close with to be your “champion” or “kidney coach” to share your story
 3. Use email or write letters
 4. Share your need for a living donor in the community

Questions? Comments?



Next Steps



Agata Roszkowski, LMSW
Patient Services Director



Network Check-In

- **Are you interested in participating in a call with Network staff and CMS to share your experience as a PFR, address issues impacting your facility and peers, and offer recommendations on how to improve patient care?**
 - Yes
 - No
 - Unsure





Patient Virtual Support Group

Join the Network in our virtual monthly patient support group!

- We want to understand your thoughts and experiences as an ESRD patient or caregiver
- Let us know what could have been done better, and what is working for you
- Use our [Support Group Tips Resource!](#)

Every 4th Wednesday of the month at 5:00pm ET

- Meeting Link:
<https://ipro.webex.com/ipro/j.php?MTID=m6de0a2dc11398746344a8dc525b9e7eb>
- Call-In: 1-855-797-9485
- Access Code: 616 535 334





Next Steps

- **Follow** us on social media!
- **Join** the PFR Alliance Facebook Group
<https://www.facebook.com/groups/ipropralliance>
- **Create** your IPRO Learn Account <https://esrd.iprolearn.org/login/index.php/>
- **Save the Date:** April 6, 2022
- **Participate** in a call with Network staff and CMS to share your experience as a PFR, address issues impacting your facility and peers, and offer recommendations on how to improve patient care - volunteers needed each month!
- **Become** a Peer Mentor:
 - Understand the steps <https://esrd.ipro.org/patients-family/pfe/peer-mentoring/>
 - Register online: <https://redcap.ipro.org/surveys/?s=CJMXNF9DNR>
 - Have questions?
 - Review the Frequently Asked Questions resource
<https://esrdncc.org/globalassets/peer-mentoring-operational-toolkit/14pmlmsfaq508.pdf>
 - Contact Danielle Andrews at 516-209-5549



Register Today!

In partnership with the Centers for Medicare & Medicaid Services (CMS), the End Stage Renal Disease National Coordinating Center invites you to join us for the

2023 National Patient and Family Engagement (NPFE)- Learning and Action Network (LAN) Summit: Creating a Thriving Community

Agenda:

April 18, 2023

- Ask the Experts- Home Dialysis, Transplant, and Vaccinations
- Setting the Table for Food Equity
- Expanding Opportunities for Improving Healthcare
- Improving Your Mental Health

April 19, 2023

- Kidney Transplant, Referral, Assessment, and the Waitlist
- Self-care in the Dialysis Unit

Meeting Dates:

April 18 & 19, 2023

This FREE WebEx event will take place from 11:00 am - 12:55 pm, then 3:00 pm - 5:00 pm ET on Tuesday, April 18th and 12:00 pm - 2:00 pm ET on Wednesday, April 19th. Healthcare professionals can earn up to 6 Continuing Education Credits

Register today!

Register for Day 1: [click here](#)

Register for Day 2: [click here](#)

1.844.472.4250 | NCInfo@hsag.com | www.esrdncc.org | Facebook: ESRD.NCC | Twitter: @ESRDNCC

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2023 NPFE-LAN Summit – National Patient and Family Engagement Learning and Action Network - *Creating a Thriving Community*



April 18 & 19, 2023

Day 1

11:00 a.m. ET	Welcome and Introductions
11:15 a.m. - 12:00 p.m. ET	Ask the Experts-Home Dialysis, Transplant, and Vaccinations
12:00 p.m. - 12:55 p.m. ET	Setting the Table for Food Equity Learn strategies on addressing one of the main social determinants of health SDOH, food insecurity.
12:55 p.m. - 3:00 p.m. ET	Break
3:00 p.m. - 3:50 p.m. ET	Expanding Opportunities for Improving Healthcare 1. Finding the Best Medicare Plan for You 2. The New Doctor's House Call – Telemedicine
4:00 p.m. - 4:50 p.m. ET	Improving Your Mental Health 1. Mentoring Moment – The Benefits of Peer Mentoring 2. ESRD Mental Health Wellness Check
4:55 p.m. ET	Closing Remarks

Day 2

12:00 a.m. - 12:10 p.m. ET	Welcome and Introductions
12:10 p.m. – 12:55 p.m. ET	Kidney Transplant- Referral, Assessment, and the Waitlist
1:00 p.m. - 1:55 p.m. ET	Self-care in the Dialysis Unit Discussion about how quality of care in dialysis patients can improve when patients are fully involved and educated about their treatment and the dialysis process.
1:55 p.m. - 2:00 p.m. ET	Closing Remarks

[Register for Day 1](#)

[Register for Day 2](#)



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- [IPRO ESRD Patient Facility Representative \(PFR\) Alliance Group](#)



- [IPRO ESRD Network Program's Twitter Page](#)



- [IPRO ESRD Network Program's LinkedIn Page](#)



- [IPRO ESRD Network Program's Instagram](#)

Questions? Comments?



Thank you for your ongoing commitment to the ESRD community!

For more information, contact:

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