Connecting the Pieces

CROWNWeb: System Progression and Things to Come

With CROWNWeb Outreach, Communication, and Training (OCT)

January 28, 2016 – 2pm ET – 3pm ET
Streaming Audio

• **Audio for this event is available via INTERNET STREAMING** - No telephone line is required.

• **Computer speakers or headphones are necessary to listen to streaming audio.**

• **NOTE:** A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat message!
Troubleshooting Audio

Audio from computer speakers breaking up? Audio suddenly stop?

- Click **Pause** button
- Wait 5 seconds
- Click **Play** button

**Note:** Computer speakers or headphones are necessary to listen to streaming audio.
Troubleshooting Echo

• Hear a bad echo on the call?
• Echo is usually caused by multiple connections to a single event.
• Close all but one browser/tab and the echo will clear up.

Note: Computer speakers or headphones are necessary to listen to streaming audio.
Submitting Questions

Type questions in the “Chat with Presenter” section, located in the bottom-left corner of your screen.

Note: Some questions may require additional research. Unanswered questions may be submitted to CRAFT@projectcrownweb.org.
Today’s Hosts

Janis Grady, RHIT, CPHQ

*Contract Officer’s Representative (COR)*

CROWNWeb Outreach, Communication, and Training (OCT)
Centers for Medicare & Medicaid Services,
Division of Quality Measurement (DQM)

*Note:* Computer speakers or headphones are necessary to listen to streaming audio.
Oniel Delva, BA, CTT+

Communications Manager

Oniel Delva is the Communications Manager for the CROWNWeb OCT team. Since joining the CROWNWeb team in October 2008, he has spearheaded the development of CROWNWeb educational events and materials, and published more than 33 CROWNWeb articles in numerous national magazines and journals.

Michael Seckman, CTT+

Training Manager

Michael Seckman is the Training Manager for the CROWNWeb OCT team. Mr. Seckman has led the development of CROWNWeb online training modules, online help systems, and quick start guides since December 2007. Additionally, in his role, Mr. Seckman oversees the deployment of instructor-led webinar and video training efforts.

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Latest News and Reminders
ICH CAHPS Attestation

• REMINDER: Necessary “N/A” submissions for ICH CAHPS Reporting Measure due in CROWNWeb by 11:59pm ET on Sunday, January 31st.

• Facilities that are NOT eligible for the ICH CAHPS Reporting measure because they did not treat a sufficient number of eligible patients, must attest to this fact in CROWNWeb.

• Facilities that ARE eligible for this Reporting Measure would leave the ICH CAHPS fields in CROWNWeb blank.

ICH CAHPS Attestation: A Closer Look

Per CMS...

- For PY2017 ICH CAHPS, the performance period is 2015 but the "eligibility period" is 2014.
- If facilities did not treat 30 eligible patients during 2014, they should attest in order to be excluded for the ICH CAHPS measure.
- This is a change from prior years where CMS required facilities to attest for eligible patients treated during the performance period.
  - This change was introduced to prevent facilities from having to pay for a third party vendor at the beginning of the year without knowing whether or not they would be eligible for the measure.

NOTE: Closely review the Attestation to determine if your facility is eligible for the ICH CAHPS measure. CROWNWeb will allow users to update submissions (IF NEEDED) as long as it is done prior to the Attestation submission deadline.
**CROWNWeb Vaccination Fields**

- New influenza and pneumococcal vaccination fields added with CROWNWeb 4.9.
- Vaccination fields have historically carried over from month to month.
- Since new fields were added, influenza and pneumococcal vaccination data submitted prior to CROWNWeb 4.9 will not carry over.
- CROWNWeb will continue to follow the carry-over process for all new vaccination data entered in 2016.

**NOTE:** This change does not impact data submitted for Hepatitis fields. Additionally, even though the previous immunization selections are no longer visible in CROWNWeb, previously submitted data are stored in the database and will be included as part of the Clinical Extract for November and December 2015 reported data.
Remaining 2015 Clinical Closures

2016 is a Leap Year

<table>
<thead>
<tr>
<th>Clinical Month(s)</th>
<th>Date of Closure for Clinical Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2015</td>
<td>January 31, 2016 at 11:59 p.m. ET</td>
</tr>
<tr>
<td>December 2015</td>
<td>February 29, 2016 at 11:59 p.m. ET</td>
</tr>
</tbody>
</table>

- Clinical closures apply to all Collect Types.
- Clinical data submission applies to all submission methods.
CROWNWeb System Progression
Connecting the Pieces

CROWNWeb Over the Years

April 2008
CMS published Updated Conditions for Coverage for ESRD facilities.

July 2009
CROWNWeb Phase II released to approximately 180 dialysis facilities nationwide.

May 2011
CROWNWeb Phase II released to approximately 360 dialysis facilities nationwide.

December 2011
CROWNWeb Phase III released with system enhancements.

December 2012
CROWNWeb v4.1 released to support Facility Attestations and CMS-2744 submissions.

September 2014
CROWNWeb v4.5 released. Supports CMS-2728 automation.

May 2015
CROWNWeb v4.7 released. Includes Clinical updates and behind the scenes enhancements.

October 2015
CROWNWeb v4.8 released. Includes updates that further supports the ESRD Quality Incentive Program (QIP).

2008

February 2009
CROWNWeb Phase I released to select group of eight dialysis facilities.

2009

December 2010
CROWNWeb National Release implemented for all Medicare-certified dialysis facilities.

2010

June 2012
CROWNWeb v4.2 released. Features Clinical “Save” and “N/A” options.

2011

May 2011
CROWNWeb Phase II released to approximately 360 dialysis facilities nationwide.

December 2011
CROWNWeb Phase III released with system enhancements.

2012

May 2014
CROWNWeb v4.4 released. Features Clinical “Save” and “N/A” options.

December 2012
CROWNWeb Phase III released with system enhancements.

June 2012
CROWNWeb v4.1 released to support Facility Attestations and CMS-2744 submissions.

2013

December 2014
CROWNWeb v4.6 released. Supports CMS-2746 automation, and Clinical Carry-Over options.

February 2009
CROWNWeb Phase I released to select group of eight dialysis facilities.

2014

September 2014
CROWNWeb v4.5 released. Supports CMS-2728 automation.

December 2014
CROWNWeb v4.6 released. Supports CMS-2746 automation, and Clinical Carry-Over options.

2015

May 2015
CROWNWeb v4.7 released. Includes Clinical updates and behind the scenes enhancements.

2016

October 2015
CROWNWeb v4.8 released. Includes updates that further supports the ESRD Quality Incentive Program (QIP).

2016

Let’s see what happens next!

Background information:
- Federal Register
- Department of Health and Human Services
- United States Government Printing Office

2013

Behind the scenes updates applied to CROWNWeb to support system usability.

2014

December 2014
CROWNWeb v4.6 released. Supports CMS-2746 automation, and Clinical Carry-Over options.

2015

May 2015
CROWNWeb v4.7 released. Includes Clinical updates and behind the scenes enhancements.

2016

October 2015
CROWNWeb v4.8 released. Includes updates that further supports the ESRD Quality Incentive Program (QIP).
Things to Come – Account Registration

• CMS plans to update the process followed by users to register for a QualityNet account.
  ▪ The current QualityNet Identity Management System (QIMS) to be retired

• Users will register for *access* using the CMS identity management system known as Enterprise Identity Management (EIDM).

• Users will register for an *account* using a role management system known as QualityNet Authorization and Role Management (QARM).

• EIDM and QARM will provide a more secure means of maintaining account access.

**NOTE:** The information included as part of this slide is current as of the presentation date. Subject to change.
**Things to Come – ESRD QIP System**

- ESRD facility representatives are required to use the ESRD Quality Incentive Program (QIP) system to:
  - Review and access Performance Score Report
  - Submit Formal Inquiries or Clarification Questions during Preview Period
  - Print Performance Score Certificate

- CMS plans to update the ESRD QIP system to support the upcoming changes to the account registration process.

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Things to Come – CROWNWeb Releases

- CMS plans to implement CROWNWeb 4.10.
- CROWNWeb 4.10 will include at least three enhancements. Planned enhancements include:
  - Patient Matching
  - Facility Dashboard Framework
- CROWNWeb 5.0 plan to incorporate the EIDM access / QARM account registration process.

**NOTE**: The information included as part of this slide is current as of the presentation date. Subject to change.
Why Data Management Guidelines?

• Effective January 2016, CROWNWeb users are encouraged to follow the data submission timelines defined in the CROWNWeb Data Management Guidelines.

• The CROWNWeb Data Management Guidelines are designed to help ensure that CROWNWeb data accurately support CMS goals.

• The CROWNWeb Data Management Guidelines categorize data submission tasks and identify authorized submitters.
Guidelines Categorizes

The CROWNWeb Data Management Guidelines:

- Contains CMS-approved processes CROWNWeb users should reference when overseeing CROWNWeb data entry and reporting efforts.

- Categorizes tasks to be completed by CROWNWeb users as:

<table>
<thead>
<tr>
<th>Data Quality Monitoring</th>
<th>• Assists with reporting compliance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Quality Measurement</td>
<td>• Contributes to data accuracy.</td>
</tr>
<tr>
<td>Data Quality Management</td>
<td>• Ensures data is maintained up-to-date.</td>
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</tbody>
</table>
CROWNWeb Data Management Roles

• Data entries are overseen by *CROWNWeb Data Managers* – Who interact with data in the system at all levels (Facility, Network, and CMS).

• There are three tiers of *CROWNWeb Data Managers*:

  **Tier 1**
  • Individuals or groups that manually or electronically enter patient and facility details directly into CROWNWeb.

  **Tier 2**
  • Individuals or groups that provide technical assistance or data reporting oversight.

  **Tier 3**
  • Individuals or groups that support CMS data reporting needs, as well as monitor and analyze CROWNWeb data entry.
Let’s Access The Guidelines!

Show me the Guidelines!

http://mycrownweb.org/assets/crownweb-dm/
CROWNWeb and the CMS-2744
Overview of the CMS-2744

• The CMS-2744 is designed to collect information regarding:
  ▪ Treatment trends
  ▪ Utilization of services
  ▪ Patterns of practice in treating ESRD patients

• The CMS-2744 form is the only Office of Management and Budget (OMB) approved survey of all dialysis facilities.

• The information is used to assess and evaluate the local, regional and national levels of medical and social impact of ESRD care.

• The CMS-2744 Annual Facility Survey captures facility, treatment, and staffing data for the survey year (January 1 – December 31)
Facilities will initiate the CMS-2744 completion process in CROWNWeb by generating a form and submitting it for acceptance by their ESRD Network.

The CMS-2744 form will go through various stages before it is complete. Facilities must monitor their forms’ status.

The form is complete once it is in a “FINALIZED.”
ESRD Networks will have local submission deadlines to help ensure that CMS-2744 forms are FINALIZED by May 6, 2016.
Completing Your CMS-2744 Forms

• CROWNWeb gathers data from the Facility Details, Admit/Discharge, Treatment Summary, and Patient Attributes screens to populate most of the CMS-2744 form.

• BEFORE attempting to submit the CMS-2744 form via CROWNWeb, users should:
  ▪ Review and confirm patient counts via internal records
  ▪ Ensure all admits and discharges that occurred in 2015 are accurately recorded in CROWNWeb

• The CMS-2744 form will present warning and error messages if the counts do not balance.
CMS-2744 Training

• Join CMS and the CROWNWeb Outreach, Communication, and Training (OCT) team on **February 4, 2016** or **March 2, 2016** for “Completing the 2015 CMS-2744 Annual Facility Survey” training.

• During this informative webinar session, attendees will gain an understanding of:
  - The purpose of the CMS-2744 form and how it impacts facilities
  - How to complete the CMS-2744 form in CROWNWeb
  - How to utilize built-in CMS-2744 reports to resolve errors

Reserve your spot today!

**Session 1**
- **Thursday, February 4, 2016 at 1:00 PM-2:00 PM ET**

**Encore**
- **Wednesday, March 2, 2016 at 2:00 PM-3:00 PM ET**
Final Comments and Wrap Up
Questions
CMS Community WebEx:

Topic: TBD

Date: February 25, 2016

Time: 2pm-3pm ET
Thank You

For Further Information...

Help Me Form: http://help.mycrownweb.org/

QualityNet Help Desk: 1-866-288-8912

Website: http://www.mycrownweb.org