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A look at the CROWNWeb Data Quality Goals in 2017

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The Centers for Medicare & Medicaid Services (CMS) have been diligently working with ESRD Networks and dialysis facilities to accomplish the stated CROWNWeb data quality goals by March 2017. While there has been significant progress in some reporting areas, there is still room for improvements. January started off strong with the data measure outcomes rising from the December 2016 national percentages; with the biggest improvement being a significant drop in Notification and Accretion alerts in CROWNWeb from 22,597 in December of 2016 to 9,406 in January 2017. A reporting criteria change was implemented in January 2017 to only report those alerts that can be addressed by the providers or ESRD Networks.



Janis Grady

Item	December 2016	January 2017
PART Verification Rate	94%	95%
Admissions ≤ 5 Days	46%	50%
Initial 2728 submission ≤ 10 Days	19%	20%
2746 Submission ≤ 14 Days	61%	61%

As we strive to achieve the CROWNWeb data quality goals, CMS reminds CROWNWeb users to review the **Data Management Guidelines**. The **Guidelines** lay out expected due dates for CROWNWeb data submission, and provide monitoring-frequency for compliance within a specific time range. Among the guidelines listed are: the monthly PART verification by the last day of every month, but no later than the 5th business day of the following month; the Initial CMS 2728 Forms to be submitted within 10 days of a patient's first date of dialysis (field 25); and submission of the CMS 2746 form within 14 days of a patient's date of death. Notifications and Accretions require resolution within 15 days of alert being received for newly assigned, and 30 days for alerts under investigation.

Web Resources

[CROWNWeb Help Me Form](#)

HOW CAN WE HELP YOU TODAY?

Technical Support

▼ I have a question related to the way CROWNWeb works or the way it is used. ▼

Training Support

▼ I need help with the way to use CROWNWeb. ▼

Improving CROWNWeb

▼ I have an idea for how to make CROWNWeb better. ▼

Other

▼ I need help with something else. ▼

[MyCROWNWeb Website](#)

[CROWNWeb Data Management Guidelines](#)



[CROWNWeb Education](#)

[CMS Conditions for Coverage for ESRD Facilities](#)

CMS-2744 Annual Facility Survey

All Medicare-certified ESRD facilities are required to electronically complete a CMS-2744 Annual Facility Survey for every calendar year. The 2016 Survey will identify the final count of all patients and treatments received at each dialysis facility throughout the year. The Survey will also collect patient demographic information, Medicare coverage, vocational rehabilitation, and a year-end count of staff at each facility. The data will then be used by CMS to compile its Annual Report. Facilities are required to generate their CMS-2744 data in CROWNWeb, correct any errors, and then electronically submit the form to their local ESRD Network for review. In some cases, the ESRD Network will send the survey back for additional corrections prior to being finalized and submitted to CMS. Instructions for completing the Survey are located at the www.MyCROWNWeb.org.

The image shows a sample of the CMS-2744 Annual Facility Survey form. It is titled "END STAGE RENAL DISEASE MEDICAL INFORMATION SYSTEM ESRD FACILITY SURVEY" and "FOR THE PERIOD". The form is divided into several sections, including "PART ONE - DIALYSIS PATIENTS". Key sections include:

- DIALYSIS PATIENTS:** Contains tables for "Additional Dialysis Survey Period" (with columns for Started, Referred, Total, etc.) and "Lapses During Survey Period" (with columns for Discharge, Death, etc.).
- Patients Receiving Care at End of Survey Period:** A table with columns for Outpatient, Home, and Total.
- Patients Receiving Care at End of Survey Period (continued):** A large table with columns for various treatment types (Hemodialysis, IHD, CAPD, etc.) and staff counts.
- Patients Receiving Care at End of Survey Period (continued):** A table for "Self-Dialysis Training" and "Transient Patients".
- Outpatient Dialysis Treatments:** A table with columns for Hemodialysis and IHD.
- Outpatient Training Treatments:** A table with columns for Hemodialysis, IHD, CAPD, and CCPO.

The form also includes fields for "COMPLETED BY (Signature)", "DATE", "TITLE", and "TELEPHONE NO." and a "VERIFIED BY (Signature)" section. At the bottom, there is a disclaimer: "REMARKS REGARDING INFORMATION PROVIDED ON THIS SURVEY SHOULD BE ENTERED ON THE LAST PAGE OF THE SURVEY. This report is required by law (42 USC 426, 42 CFR 405.2133). Individually identifiable patient information will not be disclosed except as provided for in the Privacy Act of 1974 (5 USC 552, 45 CFR, Part 162). Department of Health and Human Services Health Care Financing Administration Form HCF-A2744 (11/88)".

Upcoming Event:

**CROWNWeb
Town Hall**

March 30, 2017

2pm-3pm EST

Resolving CROWNWeb System Discharges

CROWNWeb only allows a patient to be associated with one primary facility and with one transient admission status. A System Discharge occurs when a patient is incorrectly admitted in CROWNWeb to the dialysis facility he/she will be treated at during their travel. When a patient arrives at the transient facility, he or she should be admitted in CROWNWeb as a Transfer-in with a Transient Status of "Yes". Failing to record the Transient Status as "Yes" will cause the patient to be discharged from their primary facility with a reason of System Discharge. Patients with a discharge reason of System Discharge, may be corrected by editing the Admit/Discharge record:

1. Change the discharge reason from System Discharge to Transfer,
2. Select the Discharge Subcategory as dialysis facility.

The procedures for finding all patients with a System Discharge and for editing an Admit/Discharge record are contained in the help file at www.MyCROWNWeb.org.

Facility Personnel in CROWNWeb

Facility Editors for each dialysis facility are responsible for deleting or inactivating personnel within CROWNWeb when they leave a facility. The difference between deleting or inactivating depends on whether the staff member has been associated with patient records, treatment records, 2728, or 2746 forms. If staff members have never been associated with any patient records, they can be deleted. However, if they have been associated with one or more patient records, CROWNWeb prevents them from being deleted, and the Facility Editor must then inactivate the personnel record. For more information, please visit the help file at www.MyCROWNWeb.org.