CMS Issues Preliminary CROWNWeb Data Quality Goals for 2017-2018

With CROWNWeb Outreach, Communication, and Training (OCT)

June 29, 2017 – 2 pm to 3 pm EDT
Submitting Questions

Type questions in the “Chat” section, located in the right corner of your screen. Send all chat questions to “Panelists”

Note: Some questions may require additional research. Unanswered questions may be submitted to CRAFT@MyCROWNWeb.org.
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)
Today’s Presenters

Oniel Delva, BA, CTT+
Communications Manager

Michael Seckman, CTT+
Training Manager

Kirsten Keating
Project Coordinator
Latest News and Reminders
Clinical Closures

### Clinical Month(s) | Date of Closure for Clinical Submissions
--- | ---
April 2017 | June 30, 2017 at 11:59 p.m. ET
May 2017 | July 31, 2017 at 11:59 p.m. ET
June 2017 | August 31, 2017 at 11:59 p.m. ET

Clinical closures apply to all Collection Types. Clinical data submission applies to all submission methods.
<table>
<thead>
<tr>
<th>Date Range</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Friday, June 23rd at 12 noon EDT Through Monday, June 26&lt;sup&gt;th&lt;/sup&gt; at 6am EDT</strong></td>
</tr>
<tr>
<td><strong>Friday, July 14th at 12 noon EDT Through Monday, July 17&lt;sup&gt;th&lt;/sup&gt; at 6am EDT</strong></td>
</tr>
</tbody>
</table>
## ESRD Quality Incentive Program

<table>
<thead>
<tr>
<th>Preview Period</th>
<th>Estimated July 17th – August 18th</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT Training</td>
<td>Wednesday, July 12th at 2:00pm EDT</td>
</tr>
<tr>
<td></td>
<td>1 Hour</td>
</tr>
<tr>
<td>OCT Training</td>
<td>Tuesday, July 18th at 2:00pm EDT</td>
</tr>
<tr>
<td></td>
<td>1 Hour</td>
</tr>
</tbody>
</table>

### ESRD QIP Training Focus

- Gaining access to ESRD QIP
- Using ESRD QIP
- Submitting a Clarification Question
- Submitting a Systemic Clarification Question
- Submitting a Formal Inquiry
## CROWNWeb Key Indicators & Goals

<table>
<thead>
<tr>
<th>Area of Focus</th>
<th>Target Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission within 5 Days of Date of First Dialysis</td>
<td>90%</td>
</tr>
<tr>
<td>Initial CMS-2728 within 10 Days (New)</td>
<td>50%</td>
</tr>
<tr>
<td>Initial CMS-2728 w/in 45 Days (Due)</td>
<td>90%</td>
</tr>
<tr>
<td>CMS-2728 greater than 45 Days (Overdue)</td>
<td>0</td>
</tr>
<tr>
<td>CMS-2746 within 14 Days</td>
<td>90%</td>
</tr>
<tr>
<td>System Discharges / GAP Patients</td>
<td>0</td>
</tr>
<tr>
<td>Notifications &amp; Accretions accepted/rejected w/in 15 days</td>
<td>90%</td>
</tr>
<tr>
<td>PART every 30 days</td>
<td>100%</td>
</tr>
</tbody>
</table>
Admissions within 5 Days

Admissions w/in 5 Days of Date of First Dialysis

May 2017: 69%
June 2018: 90%
“New” Initial 2728 Forms

Initial 2728 Submitted within 10 Days

May 2017: 22%
June 2018: 50%

Connecting the Pieces
“Due” Initial 2728 Forms

Initial 2728 Submitted within 45 Days

- May 2017: 86%
- June 2018: 90%
“Overdue” Initial 2728 Forms

Initial 2728 +45 Days

2017

19,678

2018

0
2746 within 14 Days

Submitting 2746 within 14 Days of Expiration

May 2017: 60%
June 2018: 90%

Connecting the Pieces
Reducing the Number of System Discharges / GAP Patients

2017: 4,287

2018: 0
Notification & Accretion Alerts

2017: 16,511
2018: 90%
Monthly PART Verification

<table>
<thead>
<tr>
<th>Month</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2017</td>
<td>96%</td>
</tr>
<tr>
<td>June 2018</td>
<td>100%</td>
</tr>
</tbody>
</table>

Connecting the Pieces

18
CROWNWeb Facility Dashboard
Frequently Asked Questions
Facility Dashboard
Q: When will the Facility Dashboard become available?
Q: When will the Facility Dashboard become available?

A: The Facility Dashboard is available now. It went live on June 6th, 2017.
Q: How often does the Facility Dashboard refresh?
Q: How often does the Facility Dashboard refresh?

A: Changes made in CROWNWeb may take up to 15 minutes to sync with the Facility Dashboard.
Q: I cannot gain access into the Facility Dashboard, but I am logged in?
Q: I cannot gain access into the Facility Dashboard, but I am logged in?

A: Internet Explorer 11 is the recommended internet browser. The Facility Dashboard may not populate if other browsers are used.
Q: I have a system discharge listed, but the patient was a transient at another facility, how do I correct it?
Q: I have a system discharge listed, but the patient was a transient at another facility, how do I correct it?

A: Please contact the visiting facility and ask them to make the correction to the patient’s admission information to reflect “yes” for transient status.

If contact cannot be made with the facility, then please contact your ESRD network for assistance.
Q: How long do Initial 2728 forms stay on the Facility Dashboard?
Q: How long do Initial 2728 forms stay on the Facility Dashboard?

A: Initial 2728 Forms will show on the Facility Dashboard for 1 year from the patients First Date of Dialysis.

After 1 year, users may view any missing forms from the Reports Menu.
Q: Will past due clinical data show on the Facility Dashboard?
Q: Will past due clinical data show on the Dashboard?

A: Past due clinical data will not show on the facility Dashboard.

Once a clinical month is closed, users are no longer able to enter and/or submit data for that clinical month.
Questions
Thanks for Attending!

Our next CROWNWeb Town Hall will be held:

Date: July 27, 2017
Time: 2pm-3pm EDT

QualityNet Help Desk: 1-866-288-8912

Website: http://www.MyCROWNWeb.org

A survey will pop up in your browser when the session ends. Unlike earlier surveys, the attached only asks 2-3 questions.

Please follow the link and let us know what you think and what you would like to be covered in future Town Hall events, thank you!