



CROWNWeb Facility Dashboard: Your System, Your Voice

*With CROWNWeb Outreach,
Communication, and Training (OCT)*

July 27, 2017– 2pm to 3pm EDT



Submitting Questions

Type questions in the “Q&A” section, located in the top right corner of your screen. Send all Q&A questions to “All Panelists”

Note: Some questions may require additional research. Unanswered questions may be submitted to CRAFT@MyCROWNWeb.org.



Today's Host

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

Matthew McDonough, MS, CTT+
HSAG Manager



Michael Seckman, CTT+
Training Manager





Latest News and Reminders

CROWNWeb New User Training Certificate

Please type your name here:



CROWNWeb Training Certificate of Completion

This certificate attests that:

Successfully completed
CROWNWeb New User Training
on
August 8th, 2017

Presented by
The Centers for Medicare & Medicaid Services
and CROWNWeb Outreach, Communications, and Training

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Clinical Closures

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

Clinical closures apply to all Collection Types.

Clinical data submission applies to all submission methods.

System Maintenance

**Friday, August 18th at 8pm EDT
Through
Monday, August 20th at 6am EDT**





Your System, Your Voice

Connecting the Pieces Poll Question #1



Dashboard Overview

- The CROWNWeb Facility Dashboard provides users direct access to a comprehensive list of items requiring submission in CROWNWeb.
- The Facility Dashboard is accessible via the QualityNet.org website.
 - EIDM-created username and password will be used to login to the CROWNWeb Facility Dashboard.

Connecting the Pieces Poll Question #2



Dashboard Data

EQRS Facility Dashboard

CROWNWeb

OCT Dialysis (123456)

Overview

Form 2728

| | | |
|-----------|-----------|----------------|
| New forms | Due forms | Past due forms |
| 0 | 0 | 0 |

Form 2746

| | |
|-----------|----------------|
| Due forms | Past due forms |
| 2 | 0 |

Facility Dashboard Overview

REMINDER: CMS-2728 Re-entitlement and CMS-2728 Supplemental Forms are not currently available on the Facility Dashboard.

Upcoming Reminders

- **07/31/2017** - Clinical Data submission deadline for the May 2017 clinical period.
- **07/31/2017** - Pain Assessment reporting period closes for the January 1 - June 30, 2017 assessment period.
- **08/31/2017** - Clinical Data submission deadline for the June 2017 clinical period.
- **01/31/2018** - Clinical Depression Screening reporting period closes for the January 1 - December 31, 2017 assessment period.

Additional Items Listed

| | |
|--------------------------------|------------------|
| Notifications & Accretions | Pain Assessments |
| System Discharges | Form 2744 |
| PART | Clinical Data |
| Clinical Depression Screenings | |

Connecting the Pieces Poll Question #3



Connecting the Pieces Poll Question #4



Connecting the Pieces Poll Question #5



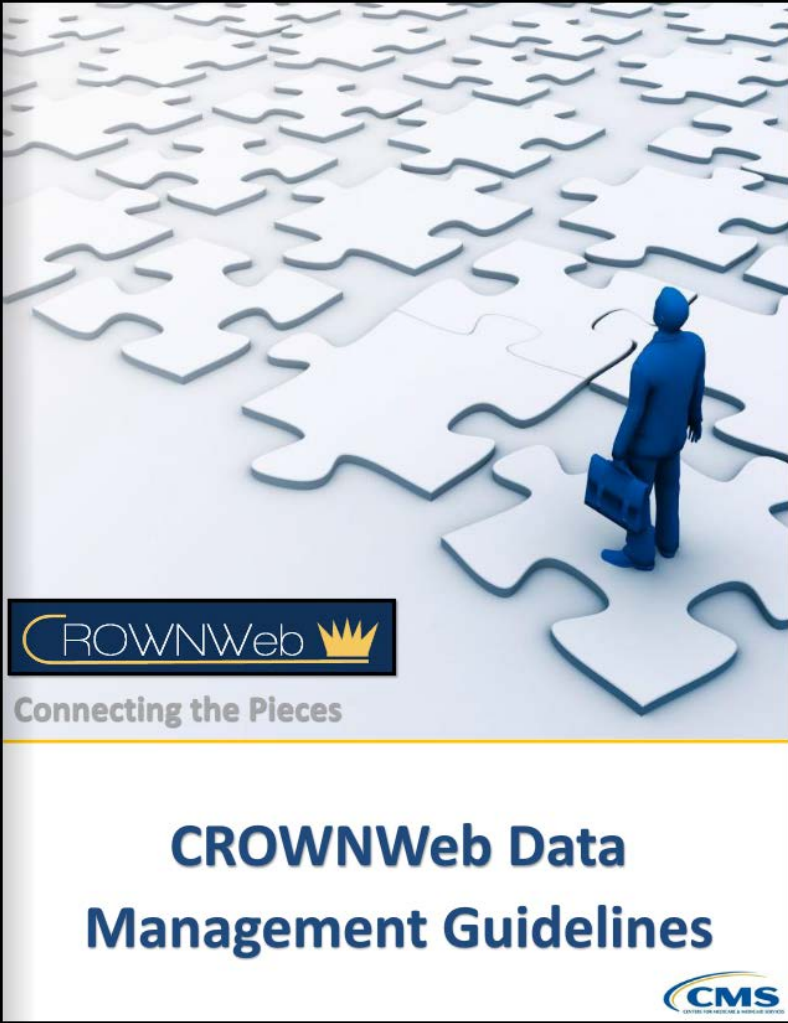
Reporting CROWNWeb Issues

- All errors and issues may be reported to the CROWNWeb Help Desk at:
 - Telephone: 1-866-288-8912
 - Email: qnetsupport-esrd@hcqis.org
- Additionally, users may submit system comments and enhancement requests at the same location.

Connecting the Pieces Poll Question #6



Guidelines for CMS-2728 Form Submission



| Form 2728 | | |
|-----------|-----------|----------------|
| New forms | Due forms | Past due forms |
| 0 | 2 | 5 |

- **New**
 - 0-10 Days
 - Within 10 business days from the patient's admit date in CROWNWeb
- **Due**
 - 11- 45 Days
 - Within 11- 45 calendar days from the patient's admit date in CROWNWeb
- **Past Due**
 - Over 45 Days
 - Over 45 calendar days from the patient's admit date in CROWNWeb

CROWNWeb Saved CMS-2728 Forms as of June 30, 2017

| Saved 2728 Forms with only one missing/invalid value: | |
|--|------------|
| Primary Cause | 8 |
| Employment Status | 18 |
| Patient Signature Date | 21 |
| Training Beginning Date | 9 |
| Current Medical Coverage | 5 |
| Attending Phys Signature Date | 3 |
| Total | 64 |
| | |
| Both Patient and Attending Physician Signature Date | |
| Total | 47 |
| | |
| Total # of Missing/Invalid Information Forms | 111 |

Connecting the Pieces Poll Question #7



Missing CMS-2728 Forms

- Past due forms are reflected on the Facility Dashboard for one year from the patient's admission date.
- Forms over one year old may be viewed by running the missing forms report via the Reports menu in CROWNWeb.

Reports

Facility Report

[Facility Personnel Report](#)

The Facility Personnel Report allows users to run and print a report which includes facility details including location, status, shifts and services. It also provides a detailed list of all Personnel associated with the selected facility including full name, position, UPIN, email, and contact information for selected in Scope facilities.

[Missing Forms Report](#)

This report identifies CMS 2728 and CMS 2746 forms that have not been completed. This is based on the patient treatment information.

[Saved Status Report](#)

This report identifies all forms that are in a 'Saved' status.

Connecting the Pieces Poll Question #8



Connecting the Pieces Poll Question #9



Connecting the Pieces Poll Question #10



2017 Notification and Accretion Alerts

As of June 30th 2017

| NW | Alerts | NW | Alerts |
|--------------|--------|---------------|--------|
| 1 | 310 | 10 | 405 |
| 2 | 573 | 11 | 635 |
| 3 | 167 | 12 | 743 |
| 4 | 255 | 13 | 223 |
| 5 | 550 | 14 | 2,001 |
| 6 | 1,726 | 15 | 704 |
| 7 | 1,355 | 16 | 182 |
| 8 | 504 | 17 | 1,106 |
| 9 | 1,019 | 18 | 1,040 |
| Total | | 13,498 | |

| Resolution Period | |
|-------------------|--|
| 15 Days | Newly generated or “Reassigned” Notifications and Accretions |
| 30 Days | “Under Investigation” Notifications and Accretions |

Notification Alerts

- **Identity Notification**

Identifies differences in a patient's identity (i.e., first name, last name, date of birth, gender, Medicare Claim Number, and Social Security Number).

- **Event Notification**

Identifies any treatment differences in modality, or REMIS has received notice that the patient has died.

You can take the following actions on Notifications:

- **ACCEPT**

You agree with the patient data provided by the external source. Patient identifier data in CROWNWeb will be automatically updated, but treatment data must be manually changed.

- **REJECT**

After Research, you do not agree with the notification. No changes are made in CROWNWeb.

- **INVESTIGATE**

Informs other users the notification is “under investigation” by you.

- **ESCALATE**

If the patient is not part of your facility or you require Network assistance in making a determination, this option reassigns the notification to the network.

Accretion Alerts

- **Accretion**

Identifies a patient who exists in CMS' Renal Management Information System (REMIS), but is not assigned to a facility in CROWNWeb.

You can take the following actions on Accretions:

- **ACCEPT**

You agree with the external data source and will admit the patient to your facility in CROWNWeb.

- **REJECT**

You don't agree with the accretion. You've researched and the patient is not ESRD. No changes will be made in CROWNWeb.

- **INVESTIGATE**

Informs other users the accretion is "under investigation" by you.

- **ESCALATE**

If the patient is not in your facility. This option escalates the accretion to your network so that they can reassign it to the correct facility.

REMINDER

Notification & Accretion Alert Flyer



Notifications and Accretions should be completed on a monthly basis in CROWNWeb.

Resolution Period

| | |
|---------|--|
| 15 Days | Newly generated or "Reassigned" Notifications and Accretions |
| 30 Days | "Under Investigation" Notifications and Accretions |

Connecting the Pieces Poll Question #11



2017-2018 CROWNWeb Data Quality Goals

| Category | May 2017 Set Point | June 2018 Goal |
|--|--------------------|----------------|
| Admission within 5 Days of Date of First Dialysis | 69% | 90% |
| Initial CMS-2728 within 10 business Days (New) | 22% | 50% |
| Initial CMS-2728 within 45 Days (Due) | 86% | 90% |
| CMS-2728 greater than 45 Days (Overdue) | 19,678 | 0 |
| CMS-2746 within 14 Days | 60% | 90% |
| System Discharges | 4,287 | 0 |
| Notifications & Accretions resolved within 15 days | 16,511 | 90% |
| PART every 30 days | 96% | 100% |

Questions

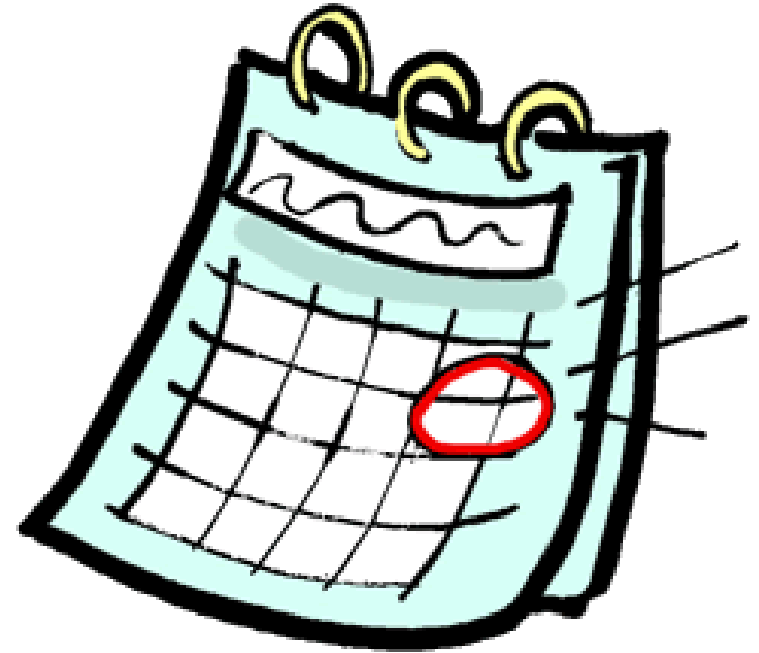


Thanks for Attending!

**Our next CROWNWeb
Town Hall will be held:**

Date: August 31, 2017

Time: 2pm-3pm EDT



For Further Information...

Help Me Form: <http://help.MyCROWNWeb.org>

QualityNet Help Desk: 1-866-288-8912

Website: <http://www.MyCROWNWeb.org>

A survey will pop up in your browser when the session ends.

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!