KCER: Preparing for and Managing Emergencies

*Kidney Community Emergency Response

With CROWNWeb Outreach, Communication, and Training (OCT)

November 29, 2018 – 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 and Presenters

P. Nicole Crenshaw, MPA
Contract Officer’s Representative (COR)
Head of EQRS

Kirsten Keating
Communications Manager

Michael Seckman
Training Manager
Latest News and Reminders
### Clinical Closures

<table>
<thead>
<tr>
<th>Clinical Month(s)</th>
<th>Date of Closure for Clinical Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2018</td>
<td>November 30, 2018 at 11:59 PM PT</td>
</tr>
<tr>
<td>October 2018</td>
<td>January 2, 2019 at 11:59 PM PT</td>
</tr>
<tr>
<td>November 2018</td>
<td>January 31, 2019 at 11:59 PM PT</td>
</tr>
</tbody>
</table>

- Clinical closures apply to all Collection Types.
- Clinical data submission applies to all submission methods.
For Further Information...


QualityNet Help Desk: 1-866-288-8912

Website: [http://www.MyCROWNWeb.org](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!
Kidney Community Emergency Response (KCER) and CROWNWeb
The KCER NKPFELAN Team

Sally Gore
Executive Director

Keely Lenoir
Manager

Jerome Bailey
Communications Coordinator

Beverly Whittet
Coordinator
KCER Mission and Vision

• Develop, manage, and maintain a coordinated preparedness and response program for the nationwide ESRD community

• Serve as the leading authority on emergency preparedness and response for the nationwide ESRD community, by providing resources and guidance to address the unique needs of this population
Objectives

- Provide technical assistance to the ESRD Networks, kidney organizations, and other stakeholders
- Facilitate timely and efficient disaster preparedness, response, and recovery for the kidney community
- Coordinate continuing care and access to services for dialysis patients during emergencies or disasters
- Incorporate the patient’s voice in all activities through the KCER National Patient and Family Engagement Learning and Action Network (K-NPFE-LAN)
- Maintain an active and engaged Leadership Committee and pool of emergency management subject matter experts (SMEs)
Areas Covered

A map listing all Network areas served by KCER
The Entities Involved in the Emergency

• KCER serves as a centralized coordination point for the ESRD community during emergencies.

• Network Involvement

• Partner Involvement
  – Health and Human Services (HHS) Office of the Assistant Secretary for Preparedness and Response (ASPR)
  – Centers for Medicare and Medicaid Services (CMS)
  – CMS Emergency Preparedness and Response Operations (EPRO)
  – State Survey Agencies and Health Departments
  – State and County Emergency Operation Centers (EOCs)
  – Hospitals
  – Healthcare Ready and other national partners
  – Large Dialysis Organizations
  – Small Dialysis Organizations or Chains/ Independent facilities
Recent Storm Impacts

• **Hurricane Florence**
  – KCER activation 9/10/18-10/9/18
  – Networks 5 (Georgia, North Carolina, South Carolina) and 6 (Virginia, West Virginia, Maryland)
  – 568 facilities and 42,270 patients

• **Hurricane Michael**
  – KCER activation 10/9/18-10/22/18
  – Networks 6 (Georgia, North Carolina, South Carolina), 7 (Florida), and 8 (Alabama, Mississippi, Tennessee)
  – 90 facilities and 4,700 patients

• **Typhoon Yutu**
  – KCER activation 10/23/18-10/29/18
  – Network 17 (American Samoa, Guam, Hawaii, the Mariana Islands, and Northern California)
  – Seven facilities and 910 patients
CMS Systems and KCER Support
CROWNWeb Supports KCER

- **Current Facility Information**
  - Facility Name
  - Address
  - Phone Number
  - Dialysis types offered and number of stations
  - Personnel

- **Current Patient Information**
  - Address
  - Phone Number
  - Modality
  - Admit/Discharge History

Updates in CROWNWeb are CRITICAL to emergency management
Facility Information
Facility Summary Screen Top

The top of the Facility Summary screen provides vital information for KCER, like facility contact information.

Facility summary

You have successfully submitted your facility to CMS.

Network information

<table>
<thead>
<tr>
<th>Actions</th>
<th>Default preferences</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attestations</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Network

Network: Network 4
Network facility code: 08002FD

Program type:
Dialysis

Facility legal name:
TCO Dialysis

Facility DBA name:
OCT Dialysis

Contact information

Facility physical address:
12345 Main Street
Open date:
10/01/1988

Facility mailing address:
54321 Main Street
Close date:
n/a

CERTIFICATION INFORMATION

Initial certification date:
10/01/1988
Termination date:
n/a

Facility CCN:
392762
Related facility CCN:
n/a

Hospital CCN:
n/a
Skilled nursing facility CCN:
n/a
The middle of the Facility Summary Screen provides vital information for KCER, like services offered.

<table>
<thead>
<tr>
<th>Services</th>
<th>View to edit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PERITONEAL DIALYSIS:</strong></td>
<td></td>
</tr>
<tr>
<td>Type of service:</td>
<td></td>
</tr>
<tr>
<td>In-center</td>
<td></td>
</tr>
<tr>
<td>Home training and support</td>
<td></td>
</tr>
<tr>
<td>Modalities:</td>
<td></td>
</tr>
<tr>
<td>CCPD, CAPD, IPD</td>
<td></td>
</tr>
<tr>
<td>Effective start date:</td>
<td></td>
</tr>
<tr>
<td>10/01/1988</td>
<td></td>
</tr>
<tr>
<td><strong>HEMODIALYSIS:</strong></td>
<td></td>
</tr>
<tr>
<td>Type of service:</td>
<td></td>
</tr>
<tr>
<td>In-center</td>
<td></td>
</tr>
<tr>
<td>Home training and support</td>
<td></td>
</tr>
<tr>
<td>In-center nocturnal</td>
<td></td>
</tr>
<tr>
<td>Frequent HD Use:</td>
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</tr>
<tr>
<td>Yes</td>
<td></td>
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<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Effective start date:</td>
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<td>10/01/1988</td>
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<tr>
<td><strong>DIALYZER REUSE:</strong></td>
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<tr>
<td>Effective start date:</td>
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</tr>
<tr>
<td>10/01/1988</td>
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<td><strong>ADDITIONAL SERVICES:</strong></td>
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<td>Accepts pediatric:</td>
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<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Shifts start after 5 p.m.</strong></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Patients receiving dialysis within LTC facilities:</strong></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>STATIONS INFORMATION:</strong></td>
<td></td>
</tr>
<tr>
<td>Number of isolation stations:</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
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<tr>
<td>Certified number of stations:</td>
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<tr>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Total number of stations:</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td></td>
</tr>
</tbody>
</table>
Up to date personnel information assures that the correct person is contacted at each facility, and the correct facility information is provided to a patient.
Admitting Patients in CROWNWeb

• During natural disasters it is important to admit patients in CROWNWeb as soon as possible.
  – Verify admission status (Permanent vs Transient)
  – Assists with verifying how many patients are accounted for or displaced – Patient Roster
  – Contact your corporate CROWNWeb data submitter to provide patient admit/discharge files to CMS
The Admit Patient screen is a key factor when admitting Patients during a disaster.

![Admit Patient Screen](image-url)
Patient Attributes in CROWNWeb

• It is important to update patient attributes in CROWNWeb on at least a quarterly basis.
  – Ensures that prior/during/after a disaster a facility can contact and locate a patient immediately

• What are patient attributes?
  – Patient contact information
  – Patient mailing address
  – Patient physical address
  – Patient phone numbers
  – Patient email address
The Patient Attributes screen will be beneficial in locating a facility close to the patient’s home. Current phone and email address information is also critical for post incident contacts.

View Patient Attributes

Key Patient Info - 2104863919

- Patient’s First Name: Transfer
- MI: 
- Patient’s Last Name: Patient
- Suffix:
- Ethnicity: Not Hispanic or Latino
- Date of Birth: 01/02/1948
- Gender: Female
- SSN: 123-45-6789
- Medicare Claim Number: 123456789A
- Patient’s Self Reporting of Race and Ethnicity: Self Reported by Patient

Race (check all that apply)

- White
- Native Hawaiian or Other Pacific Islander
- Asian
- American Indian/Alaska Native
- Black or African American

Tribe and Origin

- Name of Enrolled/Principal Tribe:
- Country / Area of Origin:

Patient Contact Info

Do Not Contact

Mailing Address

- Line 1: 1 Main Street
- Line 2:
- Zip Code: 33609
- City: TAMPA
- State: FL

Physical Address (Same as Mailing Address)

- Line 1: 1 Main Street
- Line 2:
- Zip Code: 33609
- City: TAMPA
- State: FL
- County: Hillsborough

Phone / E-Mail Address

- Home:
- Cell:
- E-Mail:
The modality on the Treatment Information screen is used when finding a new location for a patient to receive treatment.
• Once a patient is admitted to a facility, the facility has the ability to view the submitted 2728 form(s)
  – This may be helpful if a patient is unable to fully communicate with staff and information such as Co-morbid conditions is needed.
The 2728 screen can help provide additional information about a patient, once they are transferred into a facility.

### View ESRD Medical Evidence (2728) - Submitted
Submit Date: 09/21/2017

#### A. COMPLETE FOR ALL ESRD PATIENTS - 2104867000

<table>
<thead>
<tr>
<th>FormType: Initial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>First</th>
<th>MI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Patient's Last Name</td>
<td>Patient</td>
</tr>
<tr>
<td></td>
<td>First</td>
<td>MI</td>
</tr>
<tr>
<td>2</td>
<td>Medicare Claim Number</td>
<td>2322322323A</td>
</tr>
<tr>
<td></td>
<td>Social Security Number</td>
<td>232-23-2232</td>
</tr>
<tr>
<td>3</td>
<td>Date of Birth</td>
<td>06/06/1966</td>
</tr>
<tr>
<td>4</td>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Patient Mailing Address</td>
<td>1 Main Street</td>
</tr>
<tr>
<td></td>
<td>TAMPA, Florida 33609</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Country/Area of Origin or Ancestry</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Patient's Sex</td>
<td>Female</td>
</tr>
<tr>
<td>8</td>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
<tr>
<td>9</td>
<td>Race</td>
<td>White</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Is patient applying for ESRD Medicare coverage?</td>
<td>Yes</td>
</tr>
<tr>
<td>12</td>
<td>Current Medical Coverage</td>
<td>Medicare</td>
</tr>
<tr>
<td>13</td>
<td>Height</td>
<td>72 Inches</td>
</tr>
<tr>
<td>14</td>
<td>Weight</td>
<td>175 Pounds</td>
</tr>
<tr>
<td>15</td>
<td>Primary Cause of Renal Failure</td>
<td>E1022 Type 1 diabetes mellitus with diabetic chronic kidney disease</td>
</tr>
<tr>
<td>16</td>
<td>Employment Status</td>
<td>Prior: Employed Full Time</td>
</tr>
<tr>
<td></td>
<td>Current: Employed Full Time</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Co-morbid Conditions</td>
<td>f. History of hypertension</td>
</tr>
<tr>
<td></td>
<td>b. Diabetes, currently on insulin</td>
<td></td>
</tr>
</tbody>
</table>
PART Verification

- Continuous PART verification will ensure that a facility has a monthly accurate count of all patients
  - Verifies that newly admitted or transient patients have been admitted into the facility
    - Part screen can be filtered for Transient status patients
  - Identifies all patients receiving treatment
  - Updates patients discharged/expired with date
PART reports provide facilities with detailed information on all patient events that happened during the last 30 days.

**PART Verification - 4 Patient Records**

<table>
<thead>
<tr>
<th>Search Criteria</th>
</tr>
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<tbody>
<tr>
<td>Filter: Transient Patients</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Facility Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility CCN:</td>
</tr>
<tr>
<td>Facility NPI:</td>
</tr>
<tr>
<td>Facility DBA Name: OCT Dialysis (700000178)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Use Date Range:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PART Verification - 4 Patient Records</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Search Criteria</strong></td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Filter: Transient Patients</td>
</tr>
<tr>
<td>Facility DBA Name: OCT Dialysis (700000178)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Display Results Per Page</strong></th>
<th>50</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Patient Name</strong></th>
<th><strong>DOB (age)</strong></th>
<th><strong>Admit/Discharge</strong></th>
<th><strong>Treatment</strong></th>
<th><strong>Transient</strong></th>
<th><strong>Physician</strong></th>
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</thead>
<tbody>
<tr>
<td>Patient, Adam</td>
<td>10/26/1940 (77)</td>
<td>08/15/2017 to Present</td>
<td>Dialysis Facility/Center Hemodialysis</td>
<td>Yes (1156)</td>
<td>Seckman, Michael</td>
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<tr>
<td>Patient, Christine</td>
<td>04/28/1929 (88)</td>
<td>08/15/2017 to Present</td>
<td>Dialysis Facility/Center Hemodialysis</td>
<td>Yes (830)</td>
<td>Seckman, Michael</td>
</tr>
<tr>
<td>Patient, Herman</td>
<td>11/12/1971 (46)</td>
<td>08/15/2017 to Present</td>
<td>Dialysis Facility/Center Hemodialysis</td>
<td>Yes (1115)</td>
<td>Seckman, Michael</td>
</tr>
<tr>
<td>Patient, Transferred</td>
<td>06/06/1966 (51)</td>
<td>08/15/2017 to Present</td>
<td>Dialysis Facility/Center Hemodialysis</td>
<td>Yes (38)</td>
<td>Seckman, Michael</td>
</tr>
</tbody>
</table>

**Verify**
Running a Patient Roster Report prior/during/after a disaster will ensure that a facility has a complete list of all patients.

Networks can run a Patient Population Report that identifies the population count of a facility on the last day of a specified month and year.
A Patient Roster Report will provide a list of all patients receiving treatment at your facility during the selected date range.
Disaster Checklist

✓ Admit patients Immediately
  – Verify Admit Status (Permanent or Transient)

✓ Update Patient attributes
  – Patient Contact Information (Phone and Address)

✓ Submit 2728 Form

✓ Verify PART
  – Keep PART up to date in order to track patients

✓ Run Reports
  – Patient Roster and Patient Population Report

✓ Perform Checks and Balances
  – Review Facility Dashboard
  – Comply with CROWNWeb reminders
Emergency Situational Status Report (ESSR)

Prepared by the ESRD Network, vetted and submitted to CMS by KCER

<table>
<thead>
<tr>
<th>Network</th>
<th>Contact Name</th>
<th>Title</th>
<th>Date</th>
<th>Time &amp; Time Zone</th>
<th>Incident Description</th>
<th>Level of Network Activation (check one)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1A Watch</td>
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</tbody>
</table>

**Operational Status**

No Impact

Describe the impact of the incident on the facilities and/or Network operations:

**Issues and Progress**

No Issues

Describe the issues and/or progress in managing the incident by the facilities and/or Network:
Additional information may be required based on the type and length of incident

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Patient Census</th>
<th>Unaccounted For Patients</th>
<th>Facility Status</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>County</th>
<th>Owned By</th>
<th>Phone Number</th>
<th>Requests or Needs</th>
<th>Comments</th>
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<tbody>
<tr>
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</tbody>
</table>

- **Open**: 3
- **Closed**: 3
- **Altered**: 2
- **Total**: 8
Incident Report

Sample of current Incident Report

Inciident:

Hurricane Florence—Eastern US Coastline
Incident Report
September 12, 2018

Hurricane Florence formed Thursday, August 30, 2018, in the
Eastern Atlantic. The storm is currently located 485 miles SE of
Wilmington, North Carolina, with maximum sustained winds of 130
mph. Florence is currently a Category 4 hurricane, is expected to
remain an extremely dangerous major hurricane when it nears the
U.S. Coastline.

On the current forecast track, the center of Florence will move over
the southwestern Atlantic Ocean between Bermuda and the
Bahamas today, and approach the coast of South Carolina or North
Carolina in the hurricane warning are on Thursday and Friday.
The storm is forecast to move slowly onshore causing heavy and
excessive flooding leading to catastrophic flash flooding and
significant river flooding.

Impacted Areas:

Network 6 (Georgia, North Carolina, South Carolina)
Network 5 (Virginia, West Virginia, Maryland)

Stakeholder Actions and Issues Based on Media Reports:

- The storm is currently located about 485 miles SE of Wilmington, North Carolina.
- Florence is currently moving NW at 15 mph with maximum sustained winds of 130 mph.
- Mandatory evacuations across the eastern seaboard affecting approximately 1.5 million
  people that could have major impacts on road congestion and staging operations.
- A Hurricane Warning is in effect for:
  - South Santee River South Carolina to Duck North Carolina
  - Abemarle and Pamlico Sounds
- A Hurricane Watch is in effect for:
  - Edisto Beach South Carolina to South Santee River South Carolina
- A Storm Surge Warning is in effect for:
  - South Santee River South Carolina to Duck North Carolina
  - Albemarle and Pamlico Sounds, including the Neuse and Pamlico Rivers
- A Storm Surge Watch is in effect for:
  - Edisto Beach South Carolina to South Santee River South Carolina
  - North of Duck North Carolina to the North Carolina/Virginia border
- A Tropical Storm Warning is in effect for:
  - North of Duck North Carolina to the North Carolina/Virginia border
- A Tropical Storm Watch is in effect for:
  - North of the North Carolina/Virginia border to Cape Charles Light Virginia
  - Chesapeake Bay south of New Point Comfort
- State/Local Preparations:
  - North Carolina
    - EOC is at Full Activation
    - Statewide State of Emergency has been declared.
- Mandatory evacuations in effect for select areas: 50k evacuated out 200k
  anticipated.
- 5 shelters are currently open with 258 occupants.

- South Carolina:
  - EOC is at Full Activation.
  - Statewide State of Emergency has been declared.
  - Mandatory evacuations are in effect for 5 counties, all other orders have
    been rescinded.
  - 31 shelters are currently open with 1,385 occupants.
- Virginia:
  - EOC is at Partial Activation.
  - State of Emergency has been declared, National Guard has been
    activated.
  - Mandatory evacuations are in effect for Zone A in the Hampton Roads
    area.
  - Planning to open 2 state shelters by tomorrow, September 13.
- Maryland
  - EOC is at Partial Activation.
  - Statewide State of Emergency has been declared.
- Washington D.C.
  - EOC is at Monitoring.
  - Mayor declared a state of emergency.
  - Pennsylvania EOC has returned to Normal Operations.
  - West Virginia EOC is at Full Activation.
  - Delaware EOC is at Monitoring.
  - Tennessee EOC is at Monitoring.

Network Response:

- There are 588 facilities and 42,270 patients within the impact zone:
  - North Carolina has 223 facilities with 18,299 patients
  - South Carolina has 151 facilities with 10,186 patients
  - Virginia has 194 facilities treating 13,783 patients
- Network 5:
  - The Network has been in communication with facilities in Virginia to assess their
    level of preparedness. Facilities near the impact zone plan to be closed Friday
    and reopen next week.
  - The Network has been in communication with the Department of Health and a
    regional ASPR representative and is ongoing providing updates on facility status.
  - The Network has been assisting facilities with contacting their local
    healthcare coalitions and county health departments.
- Network 6:
  - The Network sent out a critical assets survey to all providers in North and South
    Carolina, requesting emergency status information such as emergency contact
    information, generator status, and municipal electric and water providers.
  - Some challenges have been noted in the counties that are under evacuation
    orders as facilities have shut down and patients are routing to hospitals for
    treatment.
How You Can Get Involved!

• Keep CROWNWeb information up-to-date
• Volunteer as an Leadership Committee SME
• Encourage your patients to join the N-KPFE-LAN
• Be active participants in national campaigns and improvement activities
• Be an emergency preparedness peer mentor for other dialysis staff
• Become familiar with the KCER website and resources
  – Website: www.KCERCcoalition.com
  – Twitter: @KCERProgram
  – Facebook: www.facebook.com/KCERCCoalition
For Further Information...


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!
Thanks for Attending!

Our next CROWNWeb Town Hall will be held:

Date: December 20, 2018
Time: 2pm-3pm EDT