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

Clinical Month(s)	Date of Closure for Clinical Submissions
September 2018	November 30, 2018 at 11:59 PM PT
October 2018	January 2, 2019 at 11:59 PM PT
November 2018	January 31, 2019 at 11:59 PM PT

- **Clinical closures apply to all Collection Types.**

- **Clinical data submission applies to all submission methods.**

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!

Kidney Community Emergency Response (KCER) and CROWNWeb

The KCER NKPFE-LAN Team

Sally Gore
Executive Director

Jerome Bailey
Communications Coordinator

Keely Lenoir
Manager

Beverly Whittet
Coordinator
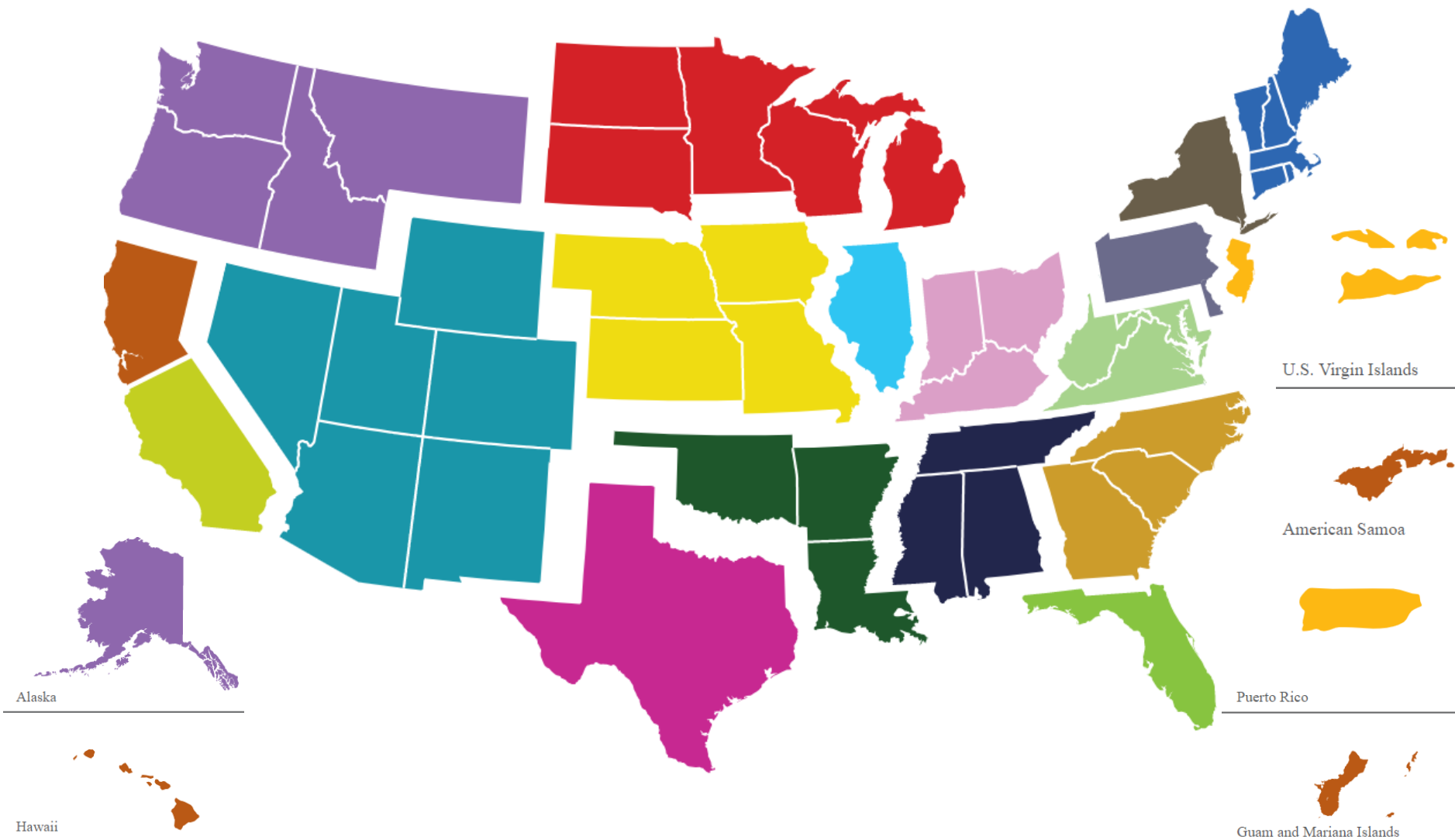
KCER Mission and Vision

- 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

Alaska

Hawaii

U.S. Virgin Islands

American Samoa

Puerto Rico

Guam and Mariana Islands

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

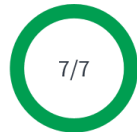Updates in CROWNWeb are CRITICAL to emergency management

Facility Information

Facility Summary Screen Top

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

Facility Summary Screen Middle

The middle of the Facility Summary Screen provides vital information for KCER, like services offered.

Services   ⚭ View to edit

PERITONEAL DIALYSIS:

Type of service:	Modalities:	Effective start date:
In-center	CCPD,CAPD,IPD	10/01/1988
Home training and support	CCPD,CAPD,IPD	10/01/1988

HEMODIALYSIS:

Type of service:	Frequent HD Use:	Effective start date:
In-center	Yes	10/01/1988
Home training and support	Yes	10/01/1988
In-center nocturnal	n/a	10/01/1988

DIALYZER REUSE:

Effective start date:

10/01/1988

ADDITIONAL SERVICES:

Accepts pediatric:	Accepts transients:
Yes	Yes

Shifts start after 5 p.m.:	Isolation stations:
Yes	Yes

Patients receiving dialysis within LTC facilities:	This facility offers no additional services:
Yes	No

STATIONS INFORMATION:

Number of isolation stations:	Certified number of stations:
3	25

Total number of stations:
23

Personnel CROWNWeb Screenshot

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.

Personnel Details

Key Personnel Info - 2104705875	Submit Date: 04/25/2017

Inactive Record ☐

Salutation:	Credentials:
First Name: Michael	UPIN: A12345
Middle Initial:	Personnel NPI:
Last Name: Seckman	Organization Unique Personnel Identifier:
Suffix:	

Positions

Position #1

Facility CCN: 123456	Facility NPI: 1245324995
Facility DBA Name: OCT Dialysis	
Job Description: Facility Administrator	Job Code: FADM
Job Title:	

Position #2

Facility CCN: 123456	Facility NPI: 1245324995
Facility DBA Name: OCT Dialysis	
Job Description: Facility Nephrologist	Job Code: FNEPH
Job Title: Facility Nephrologist	

Personnel Contact Info

Business Name:	Business Phone:
Address Line 1:	Fax:
Address Line 2:	Home Phone:
Zip Code:	Cell Phone:
City:	E-Mail:
State:	Alternate E-Mail:
County:	

cting the Pieces

Patient Information

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

CROWNWeb Admit Patient Screen

The Admit Patient screen is a key factor when admitting Patients during a disaster.

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

Patient Attributes CROWNWeb Screenshot

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.

ecting the Pieces

Treatment Information CROWNWeb Screenshot

The modality on the Treatment Information screen is used when finding a new location for a patient to receive treatment.

View Treatment Information

Dialysis Treatment Information (Ima Patient   700123456789 **)**   **Submit Date: 06/26/2009**

Treatment Start Date: 06/18/2009		
Primary Dialysis Setting: Dialysis Facility/Center	**Dialysis Time Period:**	
Expected Self-Care Setting:	**Primary Type of Treatment:**	Hemodialysis
Sessions Per Week: 3	**Time Per Session (in minutes):** 240	
Attending Practitioner: Michael Seckman		
Attending Practitioner UPIN: 123456	**Attending Practitioner NPI:**	
Type Of Dialysis Training:		
Dialysis Training Begin Date:	**Dialysis Training End Date:**	

A View of the 2728 Form(s)

- 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.

CROWNWeb 2728 Screen

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		

FormType: Initial

(1) Patient's Last Name Patient	First Transferred	MI
(2) Medicare Claim Number 232232232A	(3) Social Security Number 232-23-2232	(4) Date of Birth 06/06/1966
(5) Patient Mailing Address 1 Main Street TAMPA, Florida 33609		(6) Phone Number
(7) Patient's Sex Female	(8) Ethnicity Not Hispanic or Latino	(9) Country/Area of Origin or Ancestry
(10) Race White		(11) Is patient applying for ESRD Medicare coverage? Yes

(12) Current Medical Coverage Medicare	(13) Height 72 Inches	(14) Weight 175 Pounds	(15) Primary Cause of Renal Failure Lookup Diagnosis Codes E1022 Type 1 diabetes mellitus with diabetic chronic kidney disease

(16) Employment Status **Prior:** Employed Full Time **Current:** Employed Full Time	(17) Co-morbid Conditions f. History of hypertension h. Diabetes, currently on insulin

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

CROWNWeb PART Verification Screen

PART reports provide facilities with detailed information on all patient events that happened during the last 30 days.

PART Verification - 4 Patient Records

Search Criteria

Filter: Transient Patients

Facility Criteria

¹ Facility CCN: _____   ¹ Facility NPI: _____   [Go]

* Facility DBA Name: OCT Dialysis (700000178)

Use Date Range ☐

[Search] [Verify]   Display Results Per Page: 50

☐ All/None	Patient Name ▲▼	DOB (age)	Admit/Discharge	Treatment	Transient	Physician	Verification
☐	Patient, Adam	10/26/1940 (77)	08/15/2017 to Present	Dialysis Facility/Center Hemodialysis	Yes (1156)	Seckman, Michael	
☐	Patient, Christine	04/28/1929 (88)	08/15/2017 to Present	Dialysis Facility/Center Hemodialysis	Yes (830)	Seckman, Michael	
☐	Patient, Herman	11/12/1971 (46)	08/15/2017 to Present	Dialysis Facility/Center Hemodialysis	Yes (1115)	Seckman, Michael	
☐	Patient, Transferred	06/06/1966 (51)	08/15/2017 to Present	Dialysis Facility/Center Hemodialysis	Yes (38)	Seckman, Michael	

[Verify]

Connecting the Pieces

CROWNWeb Reports

- 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.

CROWNWeb Reports Screen

A Patient Roster Report will provide a list of all patient receiving treatment at your facility during the selected date range.

nnecting the Pieces

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

KCER Reports

Emergency Situational Status Report (ESSR)

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

Emergency Situational Status Report				KCER
Insert Incident Name				
Network	**Contact Name**	**Title**	**Date**	**Time & Time Zone**

Incident Description		Level of Network Activation (check one)			
		1A Watch	☐	3 Moderate Impact	☐
		1B Alert	☐	4 Major Impact	☐
		2 Minor Impact	☐	5 Recovery	☐

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:

onnecting the Pieces

Emergency Situational Status Report (ESSR)

Additional information may be required based on the type and length of incident

Facility Name	Patient Census	Unaccounted For Patients	Facility Status Open, Closed, Altered	Address	City	State	Zip	County	Owned By	Phone Number	Requests or Needs For example: Transportation, staffing, fuel, security, or potable water	Comments For example: Reason closed, alternate location or schedule details, extent of impact, or assistance provided by other local, state, or federal partners
	25	0	Open									
	150	25	Closed									
	76	0	Closed									
	80	5	Altered									
	75	1	Open									
	60	13	Altered									
	15	0	Open									
	100	25	Closed									
	581	69										

Open	3
Closed	3
Altered	2
Total	8

Incident Report

Sample of current Incident Report

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

Incident: 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
  - Albemarle 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 6 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 568 facilities and 42,270 patients within the impact zone:
  - North Carolina has 223 facilities with 18,299 patients
  - South Carolina has 151 facilities with 10,188 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 with 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.KCERCoalition.com
  - Twitter: @KCERProgram
  - Facebook: www.facebook.com/KCERCoalition

Questions

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Thanks for Attending!

Our next CROWNWeb Town Hall will be held:

Date: December 20, 2018

Time: 2pm-3pm EDT