CMS’ CROWNWeb Application
From Phase II to CROWNWeb 2.0

“A look at facility interaction during Phase II,
CROWNWeb 2.0 tips and a look ahead.”

Featuring
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Today’s Hosts

Jacqueline Abt, RN, MS
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Rhonda Lockett

*Director of Data Operations*

The Renal Network, Inc. – ESRD Network 4

Rhonda Lockett has been with the Network for 33 years (Network 22 for 11 years and Network 4 for 22 years as the Data Director.) In her role, Rhonda works with ESRD Network staff members regarding their data needs, and oversees the flow of data requirements, within Network 4, for the CROWNWeb program. Rhonda is responsible for maintaining an understanding of CMS modifications with regard to the Medicare non-reimbursement forms that must be completed by facilities. Additionally, Rhonda serves as the primary staff person for the Organ Procurement/Transplantation Committee.
Shane Perry

*Director of Information Systems*

**The Renal Network, Inc. – ESRD Network 4**

Shane Perry has worked for Network 4 (the states of PA & DE) for 11 years as the Director of Information Systems. In his role, Shane is responsible for the design, development, implementation, and technical support of the Network 4 Information Systems, including conducting data analysis and completing special requests. Creates and maintains material found on the Network 4 website. Additionally, he coordinates Network 4’s efforts in CROWN, i.e., Vital Information System to Improve Outcomes in Nephrology (VISION), REMIS, SIMS, QualityNet Exchange and CROWNWeb.
Jeff Arnall, MCSE, PMP

*Director of Information Systems*

**Heartland Kidney Network – ESRD Network 12**

Jeff Arnall has 9 years of data management experience in the ESRD community. In his current role as Director of Information Systems for Network 12, Jeff oversees ESRD healthcare information activities for Missouri, Kansas, Iowa and Nebraska. Jeff is a member of the Project Management Institute and a certified Project Management Professional (PMP) with 18+ years of experience in the healthcare community with varied responsibilities in physician credentialing, medical software helpdesk senior support, systems analyst and Java programmer.
CROWNWeb Release Recap
Phase-In Details

- **CROWNWeb 2.0**
  - At least 360 dialysis facilities nationwide
  - Includes QIMS and Multi-Factor security requirements

- **Full national release**
  - 100% of dialysis facilities

- **Both Large Dialysis Organizations (LDOs) and Independents**
Why Phase In?

- Provided additional time to:
  - Further communicate CROWNWeb requirements
  - Learn about CROWNWeb’s effect on facilities

- Reduced immediate demands on facilities

- Allowed more time for use studies
  - Cost/Resource estimates
  - QIPS account management

- Provided opportunity for modifications
Phase II Facility Interaction
Background

- NW4 collaborated with NW5
- Worked with Ed Huff (CMS) on Phase II facility feedback
Feedback from Facilities

ESRD Network 4 developed a weekly feedback tool based on the following topics:

- QIPS
- CROWNWeb connectivity
- CROWN Help Desk
- CROWNWeb processes
Feedback from Facilities

- QIPS
  - Forgotten password
  - Changing password
  - Password expiration notification

- CROWNWeb connectivity
  - Connection speed
  - Time out
Feedback from Facilities

- CROWN Help Desk
  - Positive interaction

- CROWNWeb processes
  - Review of data entry of 2728, 2746, admissions & discharge
  - PART review
  - Clinical data
  - Saved vs. Submit
Challenges and Solutions

Challenge

- Learning curve
  - Network
  - Facility

Solution

- Participated in technical assistance
QIPS Account Management

- Sign on to QIPS every month to keep your ID active
- Create and secure list of potential multifaceted passwords
- Print and secure QIPS Security Questions screen (with answers)
Recommendations

- Link for individual’s “User” QIPS account on the QualityNet.org site (currently, there is only the link to “manage other users”)

- QIPS provides email to user when account status is about to change (i.e. before password expires)
For More Information

For more information please contact:
Rhonda Lockett or Shane Perry
ESRD Network 4
Main Phone Number: (412) 325-2250
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Note: If you are a dialysis facility with questions regarding CROWNWeb, please contact your respective ESRD Network or the CROWN Help Desk.
CROWNWeb 2.0
Preparation
One Network’s Approach
CROWNWeb 2.0 Recruitment

- Large base of 57 Vision facilities
  - 5-7 years of experience with electronic submission
  - Phase I and II mostly former Vision users
  - 87 facilities recruited for CROWNWeb 2.0 (SDO and LDO)

- Workload balancing (NW12 SDO = 30%)
  - SDO facilities have greater training needs
  - Recruited as many SDOs as possible (two-thirds)
  - Better service to SDOs to focus mainly on them in CROWNWeb 2.0
**CROWNWeb 2.0 Recruitment Challenges**

- **Just in time training**
  - Small group WebEx to train facilities on LMS
  - Give list of suggested modules to study for 30 days
  - Small group WebEx to answer questions just 2-3 weeks prior to rollout (Network 12 only)
  - Recordings
CROWNWeb 2.0 FAQs

- Will the training be recorded?
  - Yes, one set for SDOs and one for LDOs

- Can the Security Official and End User Manager be the same person?
  - Number of choices possible, but confusing
  - Reduce number of people needing dual accounts
  - SO is person who will likely assign roles and scope
QIMS Account Management

Tips for the QIPS to QIMS conversion

- Keep all QIPS accounts and CROWNWeb roles and scope in an Access database
- Recommendation for facilities: Only Security Officials and End User Managers have the CROWNWeb Facility Administrator role
Staying Prepared

- Keep a database of users
  - Based on the monthly QIPS file from RCT

- Easy communications using email lists and list-serves

- WebEx focused on how to use LMS
  - Self-training is the key
For More Information

For more information please contact:

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Staying in the Loop
Training and Communications
Online Self-Directed Learning

- Available Courses – CROWNWeb LMS
- QIPS and CROWNWeb Simulations
- Training Materials
- CROWNWeb Newsletters
- CROWNWeb Reference Library
- What Ifs
CROWNWeb 2.0 Training

- Who should attend
- How it will be conducted
- Schedule
  - To be determined
CMS
Comments and Wrap Up
Final Comments
Questions
Our Next Session

What topic would you like to hear discussed on CMS' next CROWNWeb Community WebEx meeting?

Visit www.ProjectCROWNWeb.org and share your thoughts.

Date: Tuesday, November 23, 2010
Thanks!

For Further Information...

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