CMS’ CROWNWeb Application

CROWNWeb Stories: What Are Facilities Saying?

Featuring Phase II Expansion Participating Facilities
Today’s Hosts

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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 analysis, and Java programming.
Today’s Presenters

Terri Day

Administrative Secretary

Mercy Plaza Dialysis

Mercy Plaza Dialysis is a hospital-based independent facility that opened its first dialysis unit in 1985; and started its home-based peritoneal dialysis program in 1987.

Today, Mercy has three facilities, 47 stations, and treats nearly 200 patients. Mercy has approximately 60 employees, of which three are CROWNWeb users.
AHDC is celebrating its 30-year anniversary on July 23, 2011. Once an independent, not-for-profit organization that was jointly owned by two area hospitals, AHDC was acquired by Ambulatory Services of America in July 2008.

AHDC currently has three operational units in the St. Louis area. It currently employs 66 individuals, and approximately half have received some level of CROWNWeb training. The majority of AHDC’s CROWNWeb data entry is managed by a dozen staff members ranging from Head Nurses, Charge Nurses, Unit Secretaries, and Executive Assistants.
Phase I to Phase II-E

- CROWNWeb has been used by hundreds of different dialysis facilities.

- ESRD Networks have selected participating facilities.

- Participating facilities represent CROWNWeb’s user community as a whole.

- Each user has a different CROWNWeb experience.
Share Your Story

- Share your CROWNWeb experience.
- Share how you anticipate CROWNWeb will benefit your operations.
- Stories may be featured in/on:
  - CROWNWeb Newsletter
  - Project CROWNWeb website
  - Future CROWNWeb Town Hall meeting
- Send stories to CRAFT@projectcrownweb.org.
Phase II Expansion Project & ESRD Network 12
CROWNWeb Recruitment

- ESRD Network 12 (NW12) currently has 282 facilities.

- NW12 has a total of 72 facilities participating in CROWNWeb Phase II Expansion (Phase II-E).

- NW12’s Phase II-E facility recruitment process:
  - Recruitment WebEx July 2010
  - Retirement of Vision software
  - Encourage 57 existing Vision users to switch
  - Constant communication
CROWNWeb Recruitment

- Large base of 57 Vision facilities
  - 5-7 years of experience with electronic submission
  - Phase I and II comprised of mostly former Vision users

- Workload balancing—NW12’s Small Dialysis Organization (SDO) population = 30%
  - SDO facilities have greater training needs
  - Recruited as many SDOs as possible
  - Better service to SDOs to focus mainly on them in CROWNWeb Phase II-E
NW12’s Preparation Efforts

- NW12’s CROWNWeb preparation/training efforts included:
  - Shared all links on the CROWNWeb Learning Management System (LMS) and Project CROWNWeb websites
  - Created a monthly workflow guideline
  - Encouraged everyone to sign up for CROWNWeb WebEx training

- NW12 submitted communications using email lists, faxes and listserv announcements.
Phase II Expansion
A Facility’s Experience
Mercy Plaza Dialysis & CROWNWeb

- Mercy selected to participate in the Phase II-E project.

- NW12 signed-up Mercy for the Phase II-E project because it is:
  - Already familiar with submitting data electronically
  - Helping NW12 with its efforts to get most of NW12’s SDOs trained and using CROWNWeb before the national rollout
How did you prepare to use the CROWNWeb system?
How did you prepare to use the CROWNWeb system?

- Attended WebEx training
- Held internal meetings to determine who would need access to CROWNWeb, and required clinical data
- Printed CROWNWeb training guide and inserted tabs for easy access to questions
Initial Thoughts

What were your initial thoughts before using CROWNWeb?
Initial Thoughts

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- Concerned about the amount of data one person would enter due to Mercy’s large patient population
Current Thoughts

What are your thoughts after using CROWNWeb?
Current Thoughts

What are your thoughts after using CROWNWeb?

- Required additional time to enter clinical data due to newness of using CROWNWeb, and Mercy’s large number of patients
- Initially, a few patients’ data did not convert over to CROWNWeb, but worked with NW12
- Must admit patient and enter treatment information before accessing CMS-2728 form
Using the System

What areas of CROWNWeb pleasantly surprised you?
Using the System

What areas of CROWNWeb pleasantly surprised you?

- **Reports**
  - Users can run a wide variety of reports at any time.
  - Audit reports can be run at any time.
  - Clinical Performance Measures (CPMs) are more timely.

- **Data entry**
  - Admitting a patient and completing a CMS-2728 form takes us approximately 8 minutes (with interruptions).
Using the System

What areas in CROWNWeb did you need assistance with, and how did you resolve the issue?
Using the System

What areas in CROWNWeb did you need assistance with, and how did you resolve the issue?

- Initially needed assistance with locating, and transferring patients
- Worked closely with NW12
- NW12 walked us through challenges
- Printed training manual
CROWNWeb’s Impact

How do you believe using CROWNWeb has or will impact your facility?
CROWNWeb’s Impact

How do you believe using CROWNWeb has or will impact your facility?

- The facility reports will be a tremendous help.
- Audit reports will eliminate certain tasks.
- Everyone will reap the rewards of CROWNWeb once it is used by all Medicare-certified dialysis facilities.
Phase II Expansion
Another Facility’s Experience
NW12 invited AHDC to participate in CROWNWeb’s Phase II-E project.

NW12 selected AHDC to participate in the Phase II-E project because it:
  o Provides several different types of modalities
  o Offers NW12 an opportunity to study results and trends through its data entry efforts
How does using CROWNWeb compare to the historical data submission process?
How does using CROWNWeb compare to the historical data submission process?

- AHDC utilized Vision to input its patients’ data.
- Vision was an easy-to-learn and user-friendly program.
- AHDC has found CROWNWeb to be equally easy-to-use.
Learning Curve

How long did it take you to get accustomed to using CROWNWeb?
Learning Curve

How long did it take you to get accustomed to using CROWNWeb?

- Initially: Contacted NW12 and the CROWN Help Desk for assistance for the first two weeks.

- Now: Have only needed assistance with a few unique situations.
Data Submission

On average, how long does it take you to submit CMS forms data via CROWNWeb?
Data Submission

On average, how long does it take you to submit CMS forms data via CROWNWeb?

- CMS-2728: ~10 minutes from start to finish
- CMS-2746: ~10 minutes to acquire and submit data
- Patient Attributes and Related Treatment (PART) verification: ~1 hour for three facilities with 250 patients total
Data Submission

On average, how long does it take you to submit clinical data via CROWNWeb?
Data Submission

On average, how long does it take you to submit clinical data via CROWNWeb?

- Clinical data: Under 11 hours per week to acquire and submit all required data for 165 out-patient HD, home HD, and PD patients
Challenges and Resolutions

What challenges have you encountered?
Challenges and Resolutions

What challenges have you encountered?

- Learning a new system
Challenges and Resolutions

What challenges have you encountered?

- Learning a new system

How have you dealt with these challenges?
Challenges and Resolutions

What challenges have you encountered?

- Learning a new system

How have you dealt with these challenges?

- Utilized many options available for guidance:
  - Accessed training and reference materials (such as CROWNWeb LMS, WebEx training, and Reference Library)
  - Contacted NW12 and the CROWN Help Desk
CROWNWeb’s Benefits

In what ways do you feel CROWNWeb has or will benefit your organization?
CROWNWeb’s Benefits

In what ways do you feel CROWNWeb has or will benefit your organization?

- CROWNWeb will be incredibly helpful once AHDC’s nurse managers and administration can access reports showing how our units compare to others.
CMS

Comments and Wrap-Up
Final Comments
Questions
Our Next Session

CMS Community WebEx: CROWNWeb's New Features – A First Look (Part IV)

Date: August 25, 2011
Time: 2pm - 3pm ET
Thanks!

For Further Information...

Email: CRAFT@projectcrownweb.org
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