CROWNWeb Town Hall: Outcomes of the CROWNWeb Data Validation

With CROWNWeb Outreach, Communication, and Training (OCT)

November 17, 2016 – 2pm to 3pm ET

Audio for Today's Event

- **Audio for this event is available via INTERNET STREAMING (speakers or headphones) - No telephone line is required.**

  - NOTE: A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat message!

- **Audio from computer speakers breaking up or stopping?**

  - Click <u>Pause</u> button

  - Wait 5 seconds

  - Click <u>Play</u> button

- **Hear a bad echo on the call?**

  - Echo is usually caused by multiple connections to a single event.

  - Close all but one browser/tab and the echo will clear up.

Submitting Questions

Type questions in the "Chat with Presenter" section, located in the bottom-left corner of your screen.
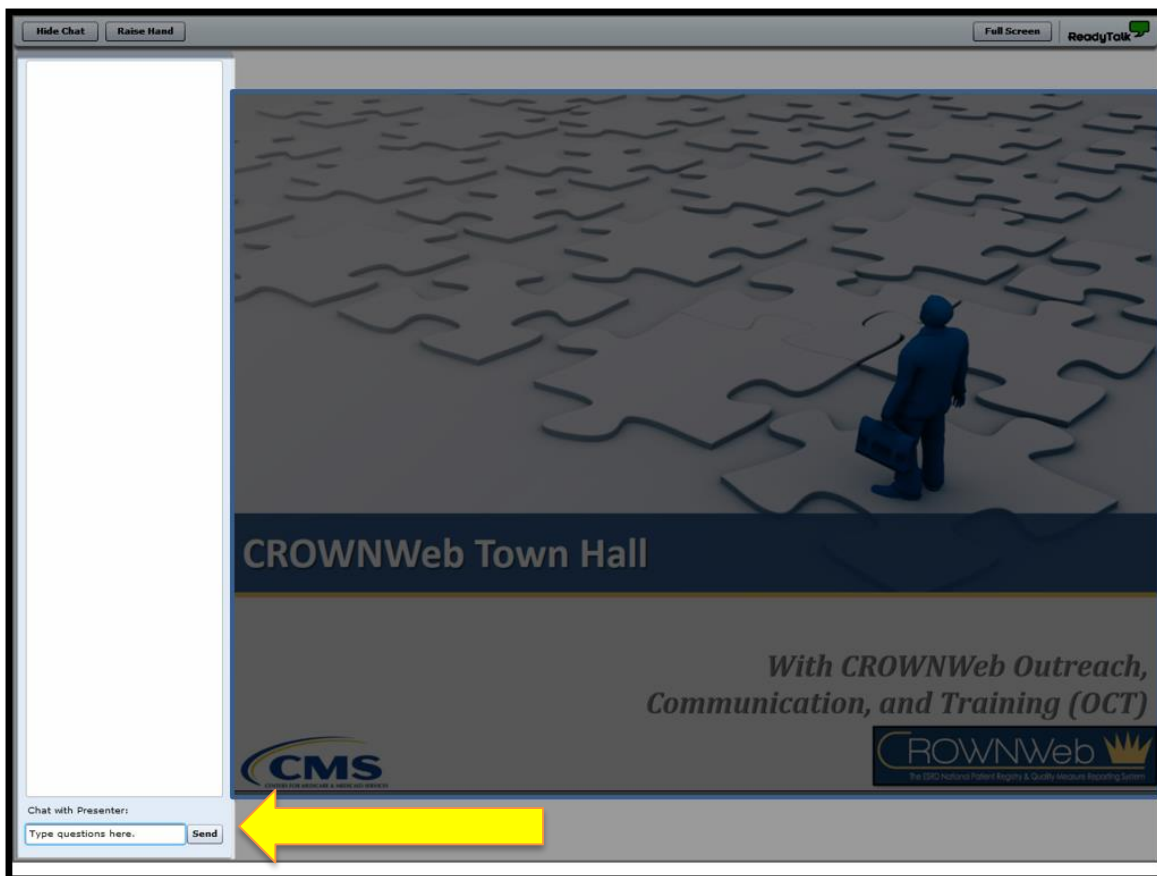
Note: *Some questions may require additional research. Unanswered questions may be submitted to CRAFT@MyCROWNWeb.org.*

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

Oniel Delva, BA, CTT+
Communications Manager

Michael Seckman, CTT+
Training Manager

Kirsten Keating
Project Coordinator

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CROWNWeb Data Validation Methods

CROWNWeb Validations

CMS utilizes multiple outlets to help ensure the accuracy and validity of data reported via CROWNWeb.

1. CROWNWeb has built-in data verification features to inform users of a missing or out-of-range value.

Error: Minimum required fields are missing or invalid. Please review errors and/or warnings and make the necessary changes in order to continue.
   Hemoglobin Date ts mandatory when Hemoglobin is populated.

Warning: Mandatory clinical fields were not populated. Please make any necessary changes to the mandatory fields indicated.
    Hemoglobin (Hgb) (g/dL)

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CMS Databases

2. CROWNWeb receives information each night from CMS' Renal Management Information System (REMIS), and assigns Notification and Accretion Alerts to identify discrepancies.
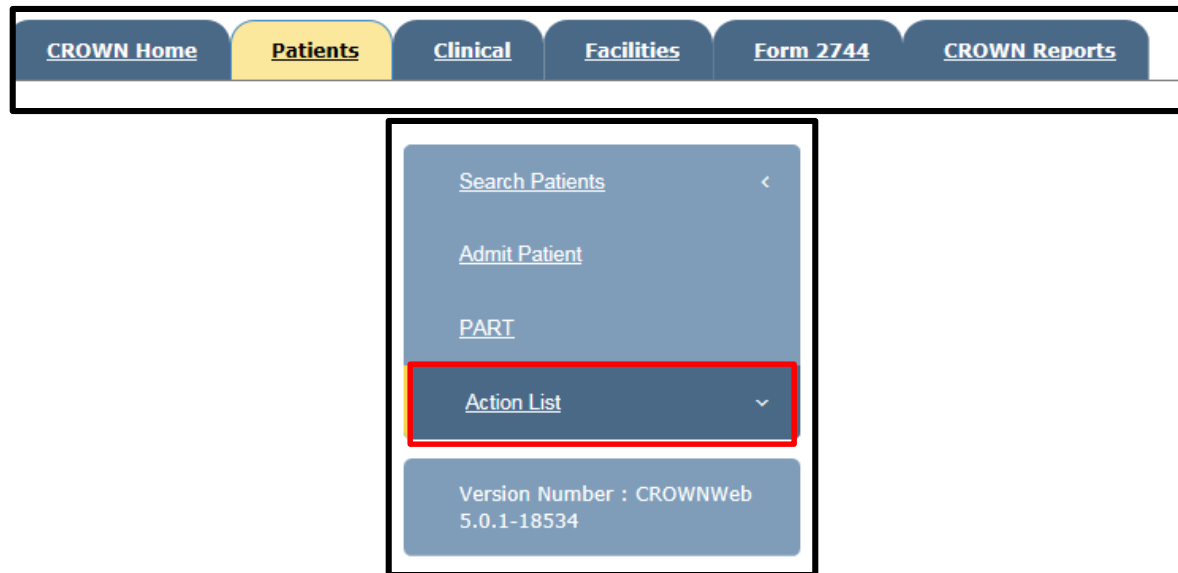
3. Various aspects of CROWNWeb's data entry are also cross-checked by CMS' approved Data Validation contractor (AST).

ESRD CROWNWeb Data Validity and Reliability Project

Today's Guest Presenter

Darren Childers, PMP

Program Manager
Allegheny Science & Technology

Darren Childers is the program manager for End Stage Renal Disease (ESRD) Quality Incentive Program (QIP) Data Validation and Reliability contract. In his role, Darren is responsible for the effort to assess the validity and reliability of the CROWNWeb and NHSN data reported by dialysis facilities

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2015 CROWNWeb Data Validation

Purpose:

The Validation Project focuses on Patient Demographic information and Clinical Performance Measures (CPM) data.

- To assess the accuracy of the clinical data submitted electronically in CROWNWeb against providers' source medical records.

Methodology Overview

Validation Period

- April – June 2015

Dialysis Types Validated

- Hemodialysis
- Peritoneal Dialysis

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Validation Criteria

Requested records for 300 randomly selected facilities

- 299 facilities responded (99.63%)
- 2,982 Patient records were selected for validation (10 records per facility)

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Let's Look at Outcomes

Overall Results

Element Groups	Match Rate	Missing Data	Error Rate
All Facilities	81.4%	8.1%	10.5%
Adequacy	83.9%	8.7%	7.4%
Anemia Management	69.9%	9.9%	20.2%
Mineral Metabolism	89.2%	6.6%	4.2%
Vascular Access	80.5%	9.0%	10.4%

Let's Look at Access Types

Access Types in CROWNWeb

M

Access Types in the Validation Project

Access Type All Facilities

	Correct Match	Incorrect Match
■ Access Type	85.8%	5.3%
■ Date Access Type Changed	48.8%	40.9%

FREQUENCY COUNT
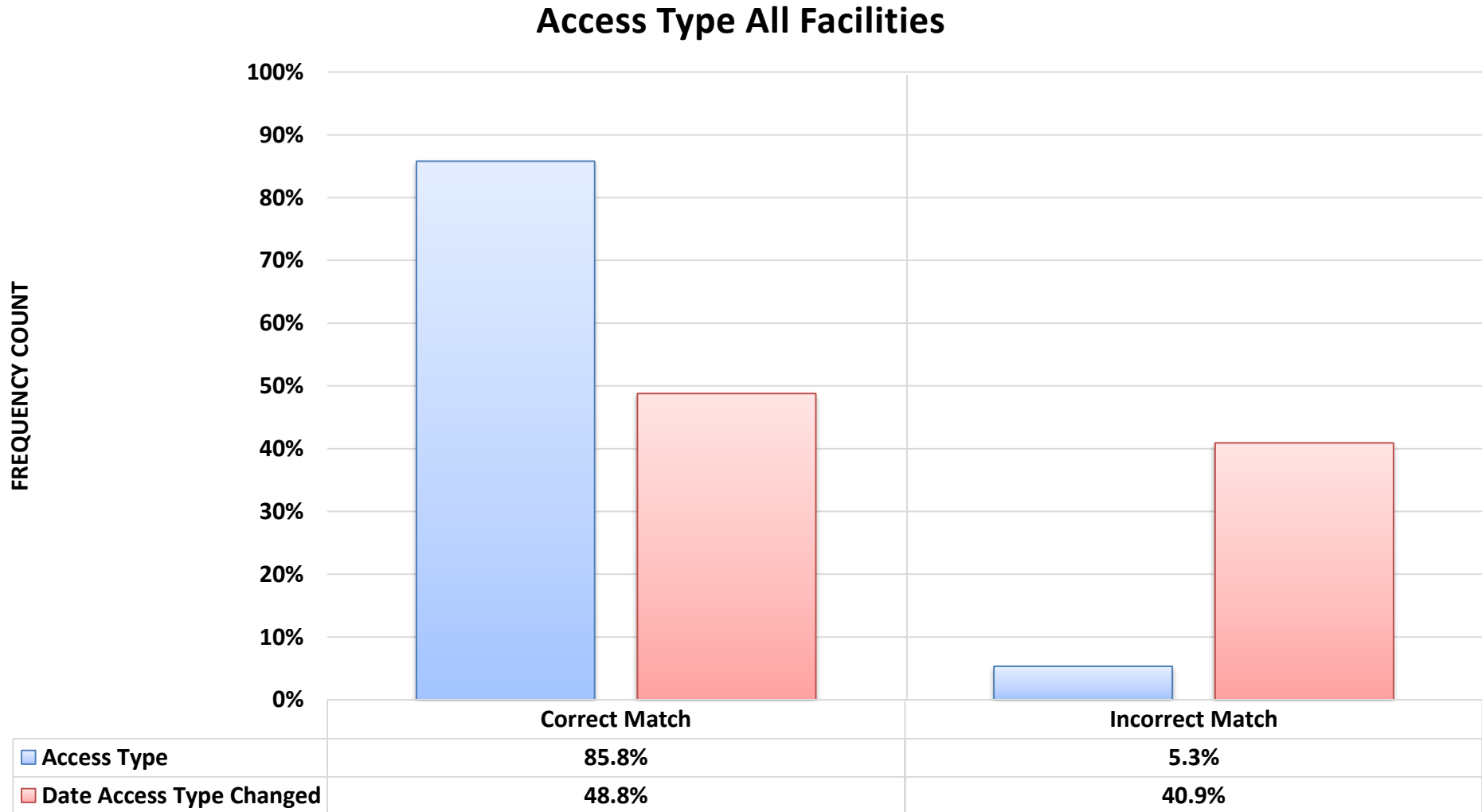
Let's Look at Dialysis Adequacy

Adequacy in CROWNWeb

Hemodialysis

Peritoneal Dialysis

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Kt/V in the Validation Project

Kt/V All Facilities

	Correct Match	Incorrect Match
■ Hemodialysis	91.7%	2.3%
■ Hemodialysis Method	81.8%	7.2%
■ Hemodialysis Collection Date	91.1%	4.5%
■ Peritoneal Dialysis Method	51.9%	2.4%

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Let's Look at Anemia Management

Anemia Management in CROWNWeb

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Anemia Management in the Validation Project

Anemia Management All Facilities

	Correct Match	Incorrect Match
■ Hemoglobin	85.6%	8.3%
■ Hemoglobin Collection Date	84.0%	10.2%
■ Reticulocyte Hemoglobin (CHr)	40.0%	26.4%
■ Reticulocyte Hemoglobin (CHr) Collection Date	92.2%	1.2%
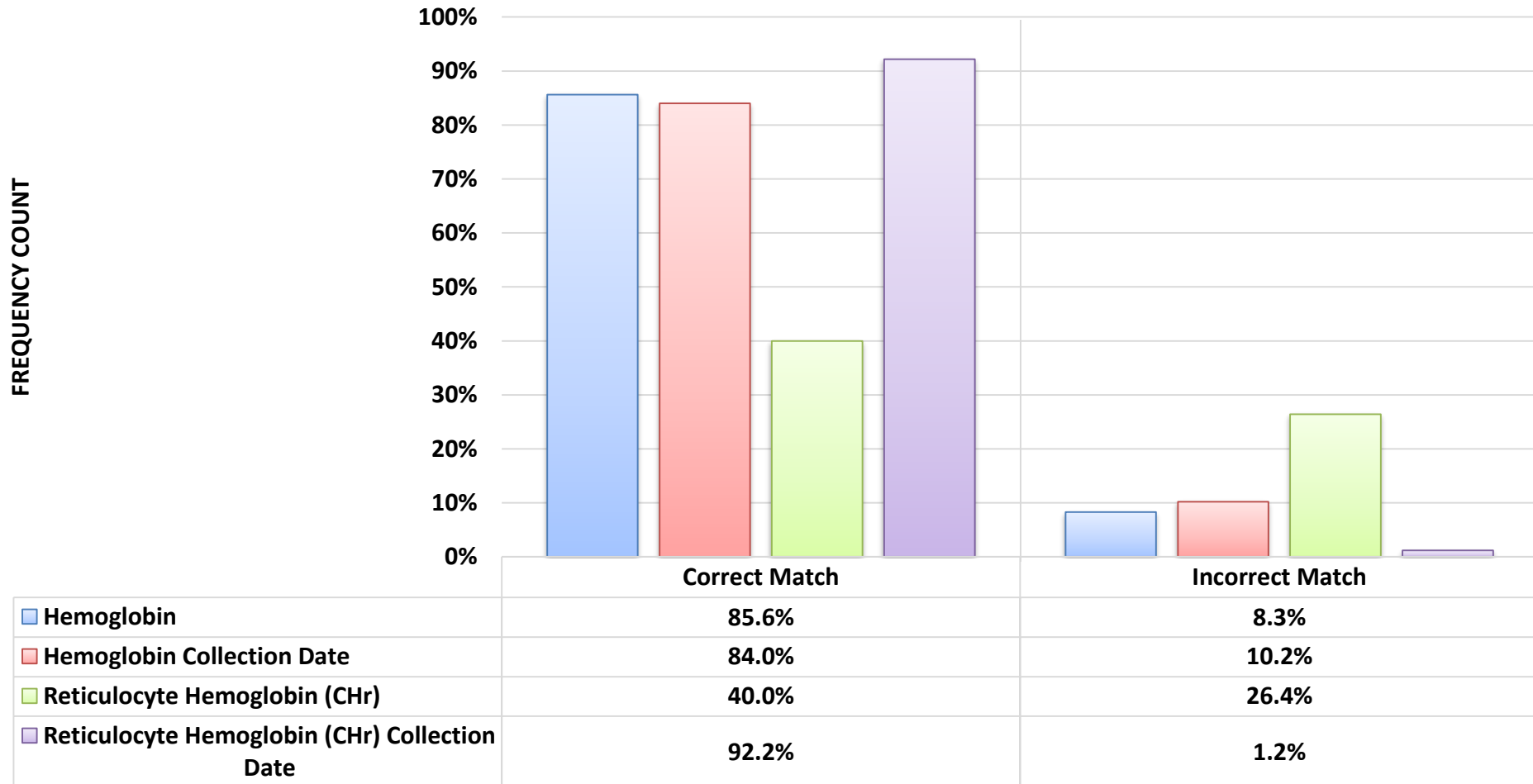
Let's Look at ESA

ESA in CROWNWeb

ESA in the Validation Project

ESA All Facilities

	Correct Match	Incorrect Match
▪ ESA Prescribed	72.8%	20.1%
▪ Date ESA Prescription Changed	4.2%	70.1%

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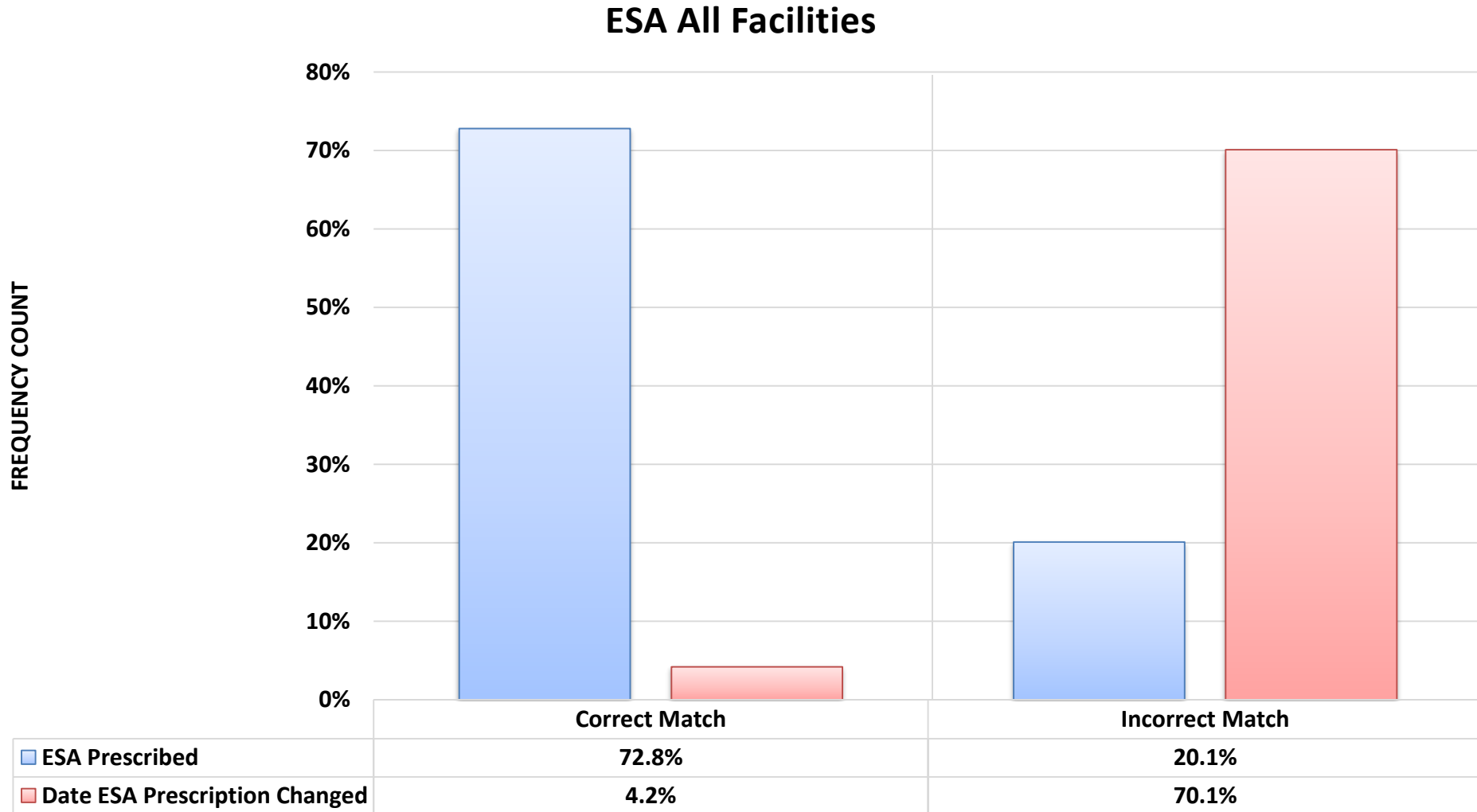
Let's Look at IV Iron

IV Iron in CROWNWeb

IV Iron in the Validation Project

IV Iron All Facilities

FREQUENCY COUNT

	Correct Match	Incorrect Match
■ IV Iron Prescribed	65.6%	26.3%
■ Date IV Iron Prescription Changed	4.0%	62.4%

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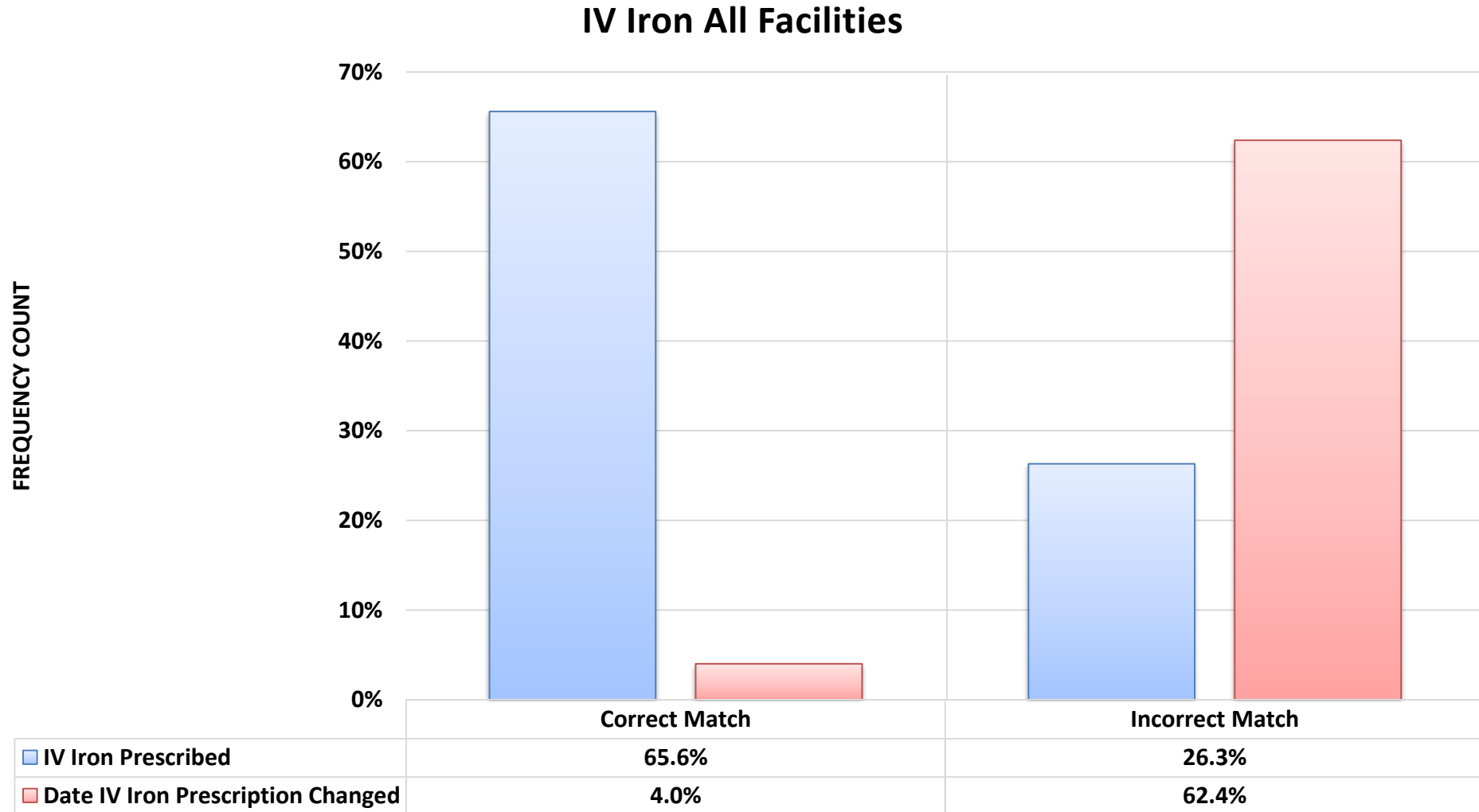
Let's Look at Mineral Metabolism

Phosphorus in CROWNWeb

Phosphorus in the Validation Project

Phosphorus All Facilities

	Correct Match	Incorrect Match
■ Phosphorus	89.3%	5.4%
■ Phosphorus Collection Date	89.7%	5.2%

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Calcium in CROWNWeb

Calcium in the Validation Project

Calcium All Facilities

	Correct Match	Incorrect Match
☐ Corrected Calcium	89.1%	2.2%
☐ Corrected Calcium Date	87.1%	2.7%
☐ Uncorrected Calcium	90.5%	4.1%
☐ Uncorrected Calcium Date	89.0%	5.7%

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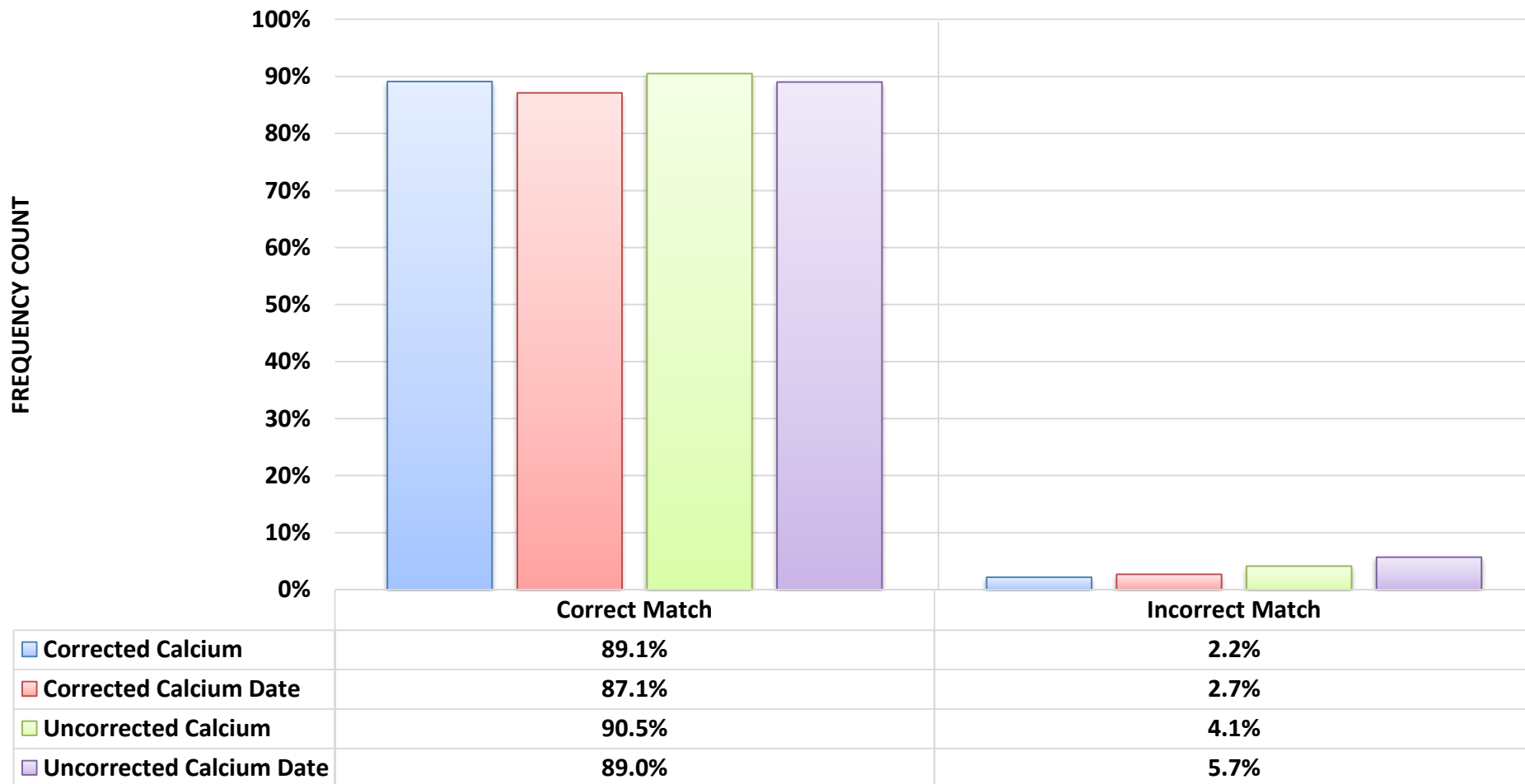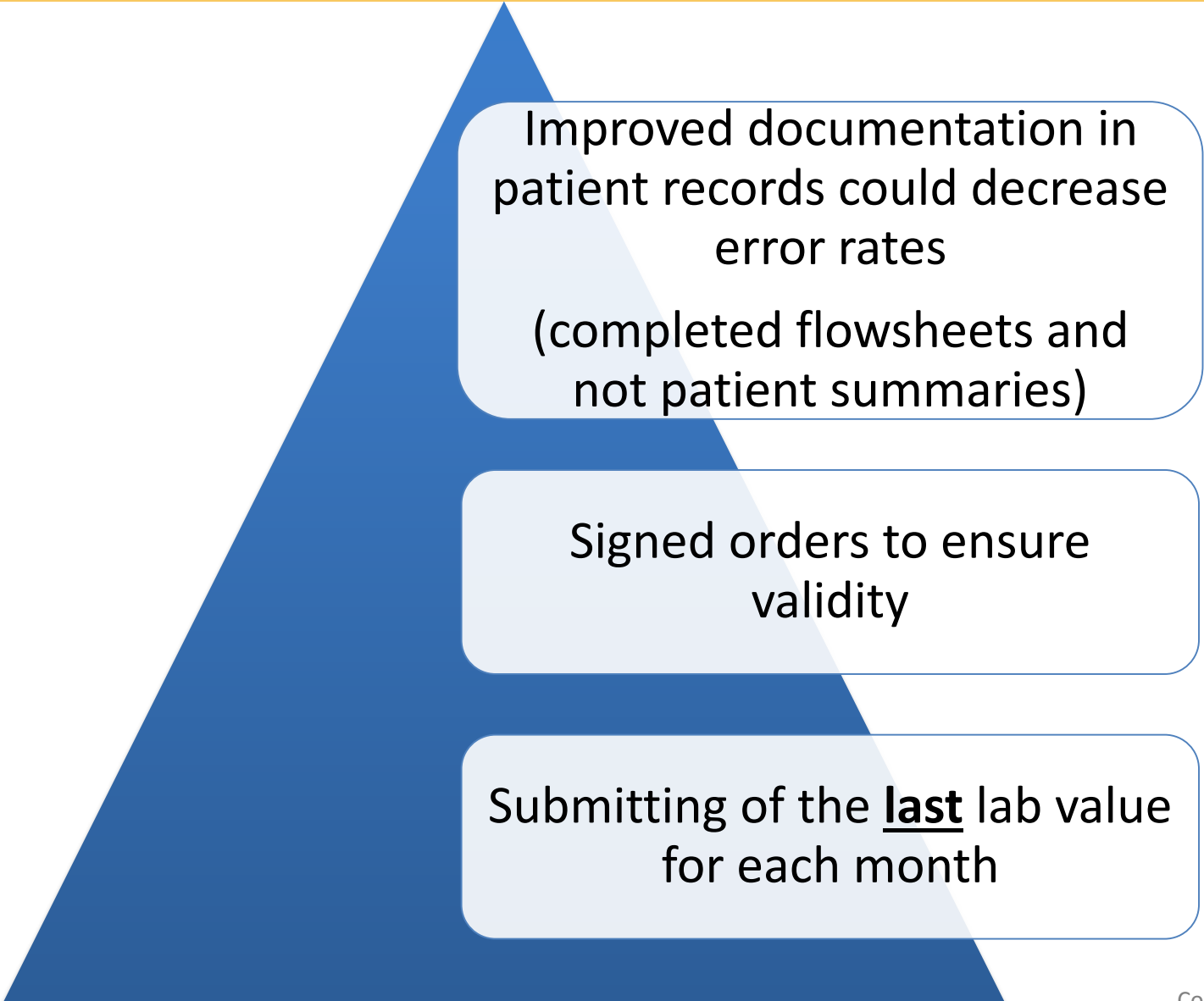
Opportunities for Improvement

Recommendations for Improvement

Improved documentation in patient records could decrease error rates

(completed flowsheets and not patient summaries)

Signed orders to ensure validity

Submitting of the **last** lab value for each month

2016 Validation Project

Reporting period to be used for validation

- April – June 2016

Anticipated record request date

- Beginning of December 2016

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This is a sample letter only

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Allegheny

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Woman-Owned Small Business

TO: Facility Administrator at [Facility Name]

CCN#:   [Facility CCN]

FROM: Rochelle Chalmers, Project Coordinator
          Allegheny Science & Technology

SUBJECT: ESRD QIP Data Validity and Reliability Study – Request for Medical Records

ACTION REQUIRED: Please submit your response by [Date]

The Centers for Medicare & Medicaid Services (CMS) contracted with Allegheny Science & Technology (AST) to assess the accuracy of the Clinical Performance Measure (CPM) data entered into the CROWNWeb. Your dialysis facility has been randomly selected to participate in this effort.

Similar validation efforts were conducted in early 2014, 2015, and 2016; the findings from those studies have led to changes for reporting of performance measures as well as improved training efforts for facilities. Your participation will give your facility a unique opportunity to have input on any future changes to CMS reporting requirements and will allow you to identify any internal data submission workflow issues.

IMPORTANT; if you do not submit the requested medical records CMS will deduct 10 points from your Total Performance Score (TPS) on the ESRD QIP.

Note: any negative findings from the validation study will not count against your facility.

AST has randomly selected the following patients from your facility for medical record review:
- Patient A (hemodialysis)   SSN#
- Patient B (hemodialysis)   SSN#
- Patient C (peritoneal dialysis)   SSN#

Questions

ESRD QIP

Today's Guest Presenter

Celeste Bostic, MIM RN BSN

Nurse Consultant ESRD|QIP

Division of Value, Incentives, and Quality Reporting (DVIQR)

Quality Measurement and Value-Based Incentives Group (QMVIG)

CMS| Center for Clinical Standards and Quality (CCSQ)

Celeste Bostic is a Nurse Consultant for the End-Stage Renal Disease Quality Incentive Program (ESRD QIP) at the Centers for Medicare and Medicaid Services (CMS). As a Nurse Consultant, Celeste serves as a subject matter expert providing a clinical perspective and supporting policy decisions for the program. She also is responsible for outreach and communications activities for the ESRD QIP Program.

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ESRD QIP

More than 6,000 facilities participated in the Preview Period for Payment Year (PY) 2017

Approximately 180 facilities have not designated a facility point of Contact (FPOC) in the ESRD QIP system.

Thank You

FPOCs have access to the PY 2017 reporting documents

Special Note: System users are required to change their passwords every 60 days in order to keep their accounts active.

ESRD QIP PY 2017 Reporting Documents

Final Performance Score Reports (PSR)

Performance Score Certificate (PSC)

- Must be posted and visible to patients 1/1/17 – 12/31/17
- Facilities without a FPOC should request certificates via the QualityNet Helpdesk

Performance Score Summary Report (PSSR)

- QIP: https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRDQIP/08_ReportandCert.html

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Performance Score Certificate

U.S. DEPARTMENT of HEALTH & HUMAN SERVICES
CENTERS for MEDICARE & MEDICAID SERVICES

End-Stage Renal Disease Quality Incentive Program

2016 Certificate of Dialysis Facility Performance – Part 1

Facility CMS Certification Number: 999999

** To obtain scores and rates, CMS compares data from 2012 and 2013 to data from 2014. **

Example Only

A Sample Facility, City, State

TOTAL PERFORMANCE SCORE: 87 out of 100

National Average: 73 out of 100

Clinical Measures of Quality	Facility Percent in 2014	National Median in 2012	Facility Percent in 2013	Facility Score
Hemoglobin > 12g/dL (Shows how well a facility keeps red blood cell counts at an acceptable level – lower score desirable)	0%	0%	0%	10 of 10
Kt/V Dialysis Adequacy – Hemodialysis (Shows how well a facility cleans blood during a dialysis treatment – higher score desirable)	96%	93.4%	93%	8 of 10
Kt/V Dialysis Adequacy – Peritoneal Dialysis (Shows how well a facility cleans blood during a dialysis treatment – higher score desirable)	N/A	85.7%	N/A	N/A
Kt/V Dialysis Adequacy – Pediatric Hemodialysis (Shows how well a facility cleans blood during a dialysis treatment – higher score desirable)	N/A	93%	N/A	N/A
Vascular Access Type – Fistula (Compares access to a patient's bloodstream via fistula – higher score desirable)	88%	62.3%	86%	10 of 10
Vascular Access Type – Catheter (Compares access to a patient's bloodstream via catheter – lower score desirable)	1%	10.6%	2%	10 of 10
NHSN Bloodstream Infection in Hemodialysis Outpatients (Shows how well a facility prevented patient infections during treatment – lower score desirable)	0.296	0.861	N/A	8 of 10
Hypercalcemia (Shows how well a facility managed patient metabolism of calcium – lower score desirable)	4%	1.7%	14%	7 of 10

Quality Reporting Measures	Facility Performance in 2014	Facility Score
Did the facility report anemia management information?	Yes	10 of 10
Did the facility report patient phosphorus levels?	Yes	6 of 10
Was the patient experience of care survey administered and delivered?	Yes	10 of 10

A Sample Facility
Street Address
City, State ZIP

_____
Facility Medical Director

/s/ Patrick Conway
_____
CMS Chief Medical Officer
Deputy Administrator for Innovation and Quality

ESRD QIP Questions

QualityNet Helpdesk
7 a.m. - 7 p.m. CT

Monday – Friday

E-mail: qnetsupport@hcqis.org

For ESRD support, e-mail: qnetsupport-esrd@hcqis.org

Phone: (866) 288-8912

TTY: (877) 715-6222

Fax: (888) 329-7377

ESRD QIP Mailbox:
ESRDQIP@cms.hhs.gov

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Latest News and Reminders

EQRS System Maintenance

The ESRD Quality Reporting Systems (EQRS) and Enterprise Services applications that support the Centers for Medicare & Medicaid Services (CMS) will not be available beginning:

Thursday, December 8 at **9:00 p.m. ET**

Through

Monday, December 12, 2016 at **11:59 p.m. ET**

CROWNWeb 5.1 is scheduled to be released during the EQRS System maintenance.

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Important Dates for 2016

Clinical Month	Date of Closure for Clinical Submissions
September 2016	November 30, 2016 at 11:59 p.m. ET
October 2016	December 31, 2016 at 11:59 p.m. ET

2016 CROWNWeb Town Hall Events	2016 CROWNWeb New User Training
Thursday, December 15, 2016	Tuesday, December 6, 2016

All Events are at 2:00 PM Eastern

You may register for all events at www.MyCROWNWeb.org

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All Dates are subject to change

Connecting the Pieces

Thanks for Attending!

Our next CROWNWeb Town Hall will be held:

Date: December 15, 2016

Time: 2pm-3pm ET

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For Further Information...

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

QualityNet Help Desk: 1-866-288-8912

Website: http://www.MyCROWNWeb.org

Please let us know what you think by following the link!

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

Connecting the Pieces