Promoting CROWNWeb Data Quality Goals with the Facility Dashboard

With CROWNWeb Outreach, Communication, and Training (OCT)

April 27, 2017 – 2pm to 3pm EDT
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 Pause button
  – Wait 5 seconds
  – Click Play 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.
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
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>February 2017</td>
<td>April 30, 2017 at 11:59 p.m. ET</td>
</tr>
<tr>
<td>March 2017</td>
<td>May 31, 2017 at 11:59 p.m. ET</td>
</tr>
<tr>
<td>April 2017</td>
<td>June 30, 2017 at 11:59 p.m. ET</td>
</tr>
</tbody>
</table>

Clinical closures apply to all Collection Types. Clinical data submission applies to all submission methods.
Upcoming Training Sessions

New User Training Events

Tuesday, May 9 at 2:00 p.m. ET

All interested may register via the training calendar in the education tab at www.MyCROWNWeb.org.
Facility Dashboard

1. MARCH
   Assess Training & Communication Needs

2. APRIL
   Develop & Promote Training

3. MAY/JUNE
   Train ESRD Community

4. JUNE
   Launch of Dashboard

5. JUNE/JULY
   Post-launch Training

Dashboard

- Form 123E: 0, 1, 36
- Form 123B: 0, 3
- Clinical Depressive Screenings: 0, 10
- Pain Assessments: 310, 305
- Notifications & Announcements: 10
# Facility Dashboard Training Sessions

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, May 31</td>
<td>2:00 p.m. ET</td>
<td></td>
</tr>
<tr>
<td>Wednesday, June 7</td>
<td>10:00 a.m. ET</td>
<td></td>
</tr>
<tr>
<td>Wednesday, June 7</td>
<td>2:00 p.m. ET</td>
<td></td>
</tr>
<tr>
<td>Tuesday, June 13</td>
<td>2:00 p.m. ET</td>
<td></td>
</tr>
</tbody>
</table>

All interested may register via the training calendar in the education tab at www.MyCROWNWeb.org.
CROWNWeb Data Submission Rates

<table>
<thead>
<tr>
<th>Category</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly PART</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>Admit w/in 5 Days</td>
<td>62%</td>
<td>66%</td>
</tr>
<tr>
<td>2728 w/in 10 Days</td>
<td>10%</td>
<td>21%</td>
</tr>
<tr>
<td>2728 w/in 45 Days</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>2746 w/in 14 Days</td>
<td>61%</td>
<td>63%</td>
</tr>
<tr>
<td>Clinical Data (All Pts)</td>
<td>99%</td>
<td>99%</td>
</tr>
</tbody>
</table>

Connecting the Pieces
CROWNWeb Data Retention Counts

GAP patients
- 2016: 22,641
- 2017: 4,085

Notifications and Accretions
- 2016: 9,382
- 2017: 15,045
CMS-2728 Form Goals

• Missing 2728 Forms
  – Decrease the percentage of missing forms in CROWNWeb 30% by March 2017

• Saved 2728 Forms
  – Decrease saved 2728 forms in CROWNWeb 50% by March 2017

• Baseline Data: March 2016
Decrease the percentage of missing forms in CROWNWeb **30%** by March 2017

<table>
<thead>
<tr>
<th>March 2016</th>
<th>March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>32,400</td>
<td>20,104</td>
</tr>
</tbody>
</table>

**Difference: 38%**
Saved CMS-2728 Forms

Decrease saved 2728 forms in CROWNWeb **50%** by March 2017

<table>
<thead>
<tr>
<th>March 2016</th>
<th>March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>8,547</td>
<td>6,554</td>
</tr>
</tbody>
</table>

**Difference: 23%**
Facility Dashboard Overview

Upcoming Reminders

- **04/30/2017** - Clinical Data submission deadline for the February 2017 clinical period.
- **05/31/2017** - Clinical Data submission deadline for the March 2017 clinical period.
- **06/30/2010** - Clinical Data submission deadline for the April 2010 clinical period.
- **07/31/2017** - Pain Assessment reporting period closes for the January 1 - June 30, 2017 assessment period.
# 2728 Facility Dashboard Screen

## Overview

### Form 2728
- **New forms**: 0
- **Due forms**: 0
- **Past due forms**: 5

### Form 2746
- **Due forms**: 0
- **Past due forms**: 2

### Notifications & Accritions
- **Unresolved Notifications & Accritions**: 13

### System Discharges
- **2017 discharges**: 1
- **2016 discharges**: 0

---

## Form 2728 Records

<table>
<thead>
<tr>
<th>CROWNWeb UPI</th>
<th>Patient Name</th>
<th>Due Date</th>
<th>Status</th>
<th>Form State</th>
<th>Navigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2104863179</td>
<td>Patient, Nosocomed</td>
<td>02/15/2017</td>
<td>Past Due</td>
<td>Saved</td>
<td>Manage Form 2728</td>
</tr>
<tr>
<td>2104863900</td>
<td>Patient, Second</td>
<td>03/18/2017</td>
<td>Past Due</td>
<td>Missing</td>
<td>Manage Form 2728</td>
</tr>
<tr>
<td>2104863899</td>
<td>Incertepatient, Imanew</td>
<td>04/15/2017</td>
<td>Past Due</td>
<td>Missing</td>
<td>Manage Form 2728</td>
</tr>
<tr>
<td>2104864039</td>
<td>Patient, Nosocnomedid</td>
<td>04/15/2017</td>
<td>Past Due</td>
<td>Missing</td>
<td>Manage Form 2728</td>
</tr>
<tr>
<td>2104863919</td>
<td>Patient, Transfer</td>
<td>04/15/2017</td>
<td>Past Due</td>
<td>Missing</td>
<td>Manage Form 2728</td>
</tr>
</tbody>
</table>

Showing 1 to 5 of 5 results  
Page Size **10**
2728 Forms Categories

• New
   0-10 Days
    • Within 10 days from the patient’s admit date in CROWNWeb

• Due
   11-45 Days
    • Within 11-45 days from the patient’s admit date in CROWNWeb

• Past Due
   Over 45 Days
    • Over 45 days from the patient’s admit date in CROWNWeb
Did the Town Hall event provide useful information on the Facility Dashboard?

- Yes
- No
Connecting the Pieces Poll Question

Do you think the Facility Dashboard will assist in achieving the compliance with CROWNWeb reporting requirements?

- Yes
- No
Clinical Question

Q: Do we have to enter lab values for transient patients?
Q: Do we have to enter lab values for transient patients?

A: Clinical values need to be entered on all patients that receive treatment at your facility. If a transient patient receives treatment for 1 day and labs are taken during that time, then please enter the values in CROWNWeb. If labs are not taken then, you may use the N/A feature.
Q: My long term PD patient just received a transplant. Should I wait 30 days before transferring them?
Q: My long term PD patient just received a transplant. Should I wait 30 days before transferring them?

A: Patients should be discharged in CROWNWeb on the date of discharge, but no later than 5 days of their last treatment regardless of reason.
Q: I have a patient who started dialysis. I have completed the 2728 form but the patient has since stopped treatment. How do I submit the form in CROWNWeb without a patient signature?
Q: I have a patient who started dialysis. I have completed the 2728 form but the patient has since stopped treatment. How do I submit the form in CROWNWeb without a patient signature?

A: If the patient has not expired then you will need to obtain the signature from the patient or approved family member in order to submit the form.
Q: I have a patient who was admitted in CROWNWeb as chronic ESRD, but the patient is actually acute. What do I do?
Q: I have a patient who was admitted in CROWNWeb as chronic ESRD, but the patient is actually acute. What do I do?

A: Please discharge the patient as acute. You may then contact the help desk and make a request to have the record removed.
Q: How do I fix a system discharge?
Q: How do I fix a system discharge?

A: You can fix a system discharge from the patient’s admit/discharge screen. Select the system discharge and then edit it to reflect the appropriate discharge reason and date.
Did you find the FAQ’s to be helpful?

- Yes
- No
Our next CROWNWeb Town Hall will be held:

Date: May 25, 2017
Time: 2pm-3pm EDT

Thanks for Attending!

QualityNet Help Desk: 1-866-288-8912

Website: http://www.MyCROWNWeb.org

A survey will pop up in your browser when the session ends. Unlike earlier surveys, the attached only asks 2-3 questions.

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!