



October 2019 Town Hall

With End-Stage Renal Disease (ESRD) Outreach, Communication, and Training (EOCT) Team

October 31, 2019–2 PM to 3 PM ET



Submitting Questions

Type questions in the “Q&A” section, located to the right 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 Presenter

P. Nicole Crenshaw, MPA

ESRD Lead & Business Analyst, FAC-COR II



Oniel Delva, MS, CTT+

Communications Director





Latest News and Reminders

Clinical Closures

- Clinical Closures apply to all Collection Types.
- Clinical data submission applies to all submission methods.

Clinical Month(s)	Date of Closure for Clinical Submissions
August 2019	October 31, 2019 at 11:59 PM PT
September 2019	December 2, 2019 at 11:59 PM PT
October 2019	January 2, 2020 at 11:59 PM PT

System Maintenance

The ESRD Quality Reporting System (EQRS), CROWNWeb, and ESRD Quality Incentive Program (QIP) Systems are scheduled for system maintenance:

8:00 PM ET until 8:00 AM ET

- **Friday, November 8, 2019 until Sunday, November 10, 2019**
- **Friday, November 29, 2019 until Sunday, December 1, 2019**



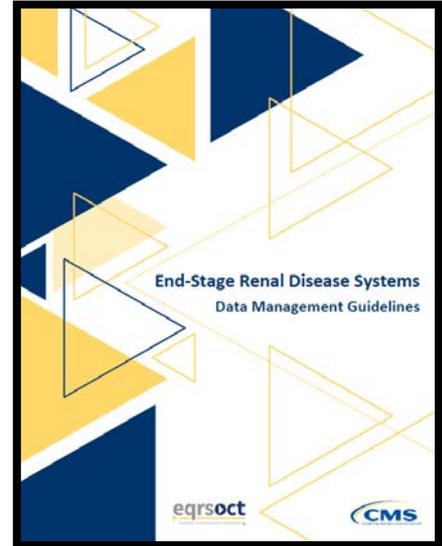
CROWNWeb Usage and Resources

CROWNWeb Usage

- CROWNWeb is used at over 7,000 Medicare-Certified dialysis facilities and transplant centers.
- CROWNWeb data is processed via:
 - Manual submissions
 - Batch (DaVita, Dialysis Clinic, Inc., Fresenius Kidney Care)
 - The National Renal Administrators Association (NRAA) Health Information Exchange (HIE) process
- Certain information have specific submission requirements. (i.e., forms and clinical data submission)
- Some data and areas do not have “hard” submission requirements. (i.e., admit/discharge and personnel)

CROWNWeb Resources

- The ESRD Systems Data Management Guidelines provide users with data submission recommendations.
- EOCT has produced:
 - Over 27 online CROWNWeb training modules
 - Eleven training videos
 - Seven quick start guides
 - A CROWNWeb Online Help tool
 - Over 100 CROWNWeb Town Hall events
- These resources highlight how to complete tasks in CROWNWeb, but every facility and user operates differently.

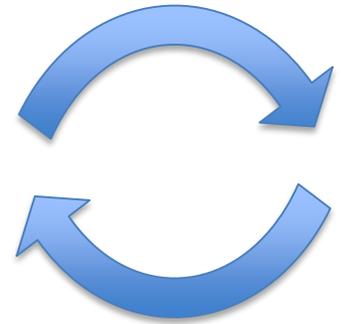




ESRD Community of Practice: Best Practices to Aid Data Reporting

Community of Practice Overview

- A Community of Practice (CoP) brings people with similar interests and goals together.
- CoP meetings help to provide a platform for:
 - Individuals to identify ways to implement change or enhance an existing process.
 - Collaboration and discussion regarding the challenges and resolution of an identified concept.



Today's ESRD CoP Meeting

Today, system users from the ESRD Community will share the following:

- Procedures they follow to support data management and submission efforts.
- How they use CROWNWeb data to support patient care efforts.
- Resources they use to improve data submission rates.

Goal of today's CoP meeting:

- For attendees to capture at least one idea that could be used to support their data reporting efforts.

Poll Question #1

Do you follow a data submission schedule?

- A. Yes
- B. No





ESRD Community of Practice: Monika Drury

Introducing Monika Drury

Introduction:

- Name: Monika Drury
- Title/Role: Unit Coordinator/Patient Care Technician
- Facility: Providence in Hood River, Oregon



CROWNWeb System Usage:

- Years Using CROWNWeb: Four
- Data Submission Method: Independent
- Number of Facilities Supporting: One
- Total Number of Patients: 24

ESRD Community of Practice

How often do you use CROWNWeb?

- Daily

Do you follow a data entry schedule?

- It's imperative to get into a routine.
- We aim to enter lab data into CROWNWeb within the first week of each month.
- I log into CROWNWeb about a week later to input ultrafiltration and additional treatment data.
 - Pre- and post-weight data assist our facility with tracking if patients are getting adequate dialysis without their bodies being over-taxed by removing too much fluid.
 - We use labs and CROWNWeb data to adjust treatment times and better set goals.

ESRD Community of Practice

Data entry schedule (cont.)

- The end of the month is busy, which is why it is important to have a lot of the data reporting done early.
- At the end of the month, I:
 - Enter anemia management and iron doses
 - Review vaccination data
 - Enter vascular access data
 - Review patients' clinical data for accuracy
 - Submit all patients' clinical data
- I complete Patient Attributes and Related Treatments (PART) verification.

ESRD Community of Practice

Do you use any of the reports in CROWNWeb? If so, what reports do you access and have they supported your data management and reporting efforts?

- I consistently use the Vascular Access Report.
 - This report helps us track our access numbers from month-to-month, which helps us with our Quality Assessment and Performance Improvement (QAPI) goals.
- I also use the CMS-2744 reports when compiling our year-end information.
 - Suggestion: Consider splitting up these reports among staff members who may have knowledge in certain areas to involve more of the team.

ESRD Community of Practice

During our initial conversation, you indicated that your facility has been able to use lab results and CROWNWeb data to support patient care efforts. Can you share how you use these to help patients?

- We review lab results and the data reported via the Treatment Summary and Clinical screens to identify if a change is needed to a patient's treatment regimen.
 - We especially use the Ultrafiltration section.
 - We look to see if a patient is within the proper treatment equation.
- The information is used to review if a patient's treatment time and/or total number of treatments should be increased or decreased.

ESRD Community of Practice

What is something you would like to share with the group that has assisted your data reporting efforts?

- Attending training and accessing resources available via the MyCROWNWeb.org website have helped me with understanding and educating our staff on how and why we need to report certain information.



ESRD Community of Practice: Jerry Cabonce

Introducing Jerry Cabonce

Introduction:

- Name: Jerry Cabonce
- Title/Role: Regional Administrative Coordinator
- Facility: Satellite Healthcare in San Jose, California



CROWNWeb System Usage:

- Years Using CROWNWeb: Ten
- Data Submission Method: NRAA HIE
- Number of Facilities Supporting: Nine
- Total Number of Patients: 1250

ESRD Community of Practice

How often do you use CROWNWeb?

- Weekly

What is the process you follow to support your facilities at the corporate-level?

- I monitor our center's CROWNWeb account on a daily/weekly basis. I send email reminders to our centers on a bi-monthly basis to:
 - Review and verify PART data.
 - Check the Facility Dashboard for Notifications and Accretions.

ESRD Community of Practice

What processes do your facility-level users follow to report data in CROWNWeb?

- Any new admissions/discharges in our system must coincide with CROWNWeb entry.
- For admissions, we:
 - Have everything prepared as a draft.
 - Enter and submit data via CROWNWeb once the patient signs the consent and CMS-2728 forms.
- We follow the same process for discharges, and submit CMS-2746 Death Notification forms if applicable.
- We work to complete all CROWNWeb entries on the same day.

ESRD Community of Practice

Has your organization implemented anything specific that has assisted you with your reporting efforts?

- We established a CROWNWeb specialist.
- This person is in charge of facilitating the data or batch reporting.

Has your organization developed or accessed resources that could also be developed, or used by others to assist with data reporting requirements?

- Having regional administrative coordinators and the creation of the CROWNWeb specialist helped tremendously.

ESRD Community of Practice

What one item or takeaway can you share with attendees regarding CROWNWeb data reporting efforts?

- Check the CROWNWeb Facility Dashboard regularly.
- Diligently monitor and manage CROWNWeb data entry in a timely manner.



ESRD Community of Practice: Patty Parker

Introducing Patty Parker

Introduction:

- Name: Patty Parker
- Title/Role: Facility Manager
- Facility: Branson Dialysis in Branson, Missouri



CROWNWeb System Usage:

- Years Using CROWNWeb: Six
- Data Submission Method: NRAA HIE
- Number of Facilities Supporting: Seven

ESRD Community of Practice

How often do you use CROWNWeb?

- Daily

Do you follow a data entry schedule? Do you enter specific data first and then follow a pattern to enter the rest?

- First week of the month:
 - Upload data from prior month into Clinical Data
 - Demographics
 - Hemodialysis
 - Peritoneal
 - Vascular Access
 - Clinical: Run the prior month to ensure data is uploaded for all areas using the “Without Submitted Values” option
 - Correct any errors

ESRD Community of Practice

Data entry schedule (cont.)

- Patient reporting
 - Enter any Depression Screening done in the prior month
- Complete PART verification for current month
- Review Personnel screen
- Review Facility Information screen
- Regular activities:
 - Enter new patients into CROWNWeb on the first or second day at the dialysis clinic
 - Link CROWNWeb number to our internal database for data uploading
 - Complete CMS-2728 forms by end of 1st week, if possible
 - Complete a discharge for any patient who has left the unit and CMS-2746 forms as needed

ESRD Community of Practice

During our initial conversation, you shared that you work to get patients' CMS-2728 forms submitted by the second treatment. Can you share how you do this?

- We use the Admit Patient and CROWNWeb Initial 2728 Worksheets from the MyCROWNWeb.org website.
- These worksheets are part of our new admit packet that is completed during a patient's 1st treatment.
- The worksheets mimic fields as they are in CROWNWeb.
 - Questions are similar to CROWNWeb and follow the same order/flow as CROWNWeb
- Staff use this worksheet to capture the necessary information.

CROWNWeb Worksheets

CROWNWeb Admit Patient Worksheet

Use the worksheet below to help you enter patient information required to admit a patient to your facility.

IF THIS REQUIRED FIELD IS POPULATED...	... THEN THIS FIELD BECOMES ACTIVE	INFORMATION TO ENTER INTO CROWNWEB / (OR CHECK MENU SELECTION)
PATIENT INFORMATION		
Social Security Number		
Medicare Claim Number		
First Name		
Last Name		
Date of Birth		
Gender		
Admit Date <i>(date first dialyzed at this facility)</i>		
Admit Reason		<input type="checkbox"/> New ESRD Patient <input type="checkbox"/> Transfer In <input type="checkbox"/> Restart <input type="checkbox"/> Dialysis After Transplant Failed <input type="checkbox"/> Dialysis in Support of Transplant
Facility DBA Name		
Transient Status		<input type="checkbox"/> Yes <input type="checkbox"/> No
ADD TREATMENT INFORMATION		
Primary Dialysis Setting		<input type="checkbox"/> Home <input type="checkbox"/> Dialysis Facility/Center <input type="checkbox"/> SNF/Long Term Care Facility
Dialysis Time Period <i>(required for CMS-2744)</i>		<input type="checkbox"/> Nocturnal <input type="checkbox"/> Daytime
Primary Type of Treatment		<input type="checkbox"/> Hemodialysis <input type="checkbox"/> CAPD <input type="checkbox"/> CCPD <input type="checkbox"/> Other
	If Hemo, Sessions Per Week	
	If Hemo, Time Per Session	<i>(in minutes)</i>
Attending Practitioner		

This material was developed by FMQAI, the Florida ESRD Network, with funding from the Centers for Medicare & Medicaid Services (CMS) under CMS contract # HHSM-500-2011-00157G, provided for the CROWNWeb Outreach, Communication, and Training.

CROWNWeb Initial 2728 Worksheet

Use the worksheet below to enter patient information required to enter an initial CMS-2728.

IF THIS REQUIRED FIELD IS POPULATED...	... THEN THIS FIELD BECOMES ACTIVE	INFORMATION TO ENTER INTO CROWNWEB (OR CHECK MENU SELECTION)
Is patient applying for ESRD Medicare coverage?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Current Medical Coverage		<input type="checkbox"/> Medicaid <input type="checkbox"/> DVA <input type="checkbox"/> Medicare <input type="checkbox"/> Medicare Advantage <input type="checkbox"/> Employer Group Health <input type="checkbox"/> Insurance <input type="checkbox"/> Other <input type="checkbox"/> None
Height		
Unit of measure		
Weight		
Unit of measure		
Primary cause of renal failure		
Employment Status (6 months prior and current status)		<input type="checkbox"/> Unemployed <input type="checkbox"/> Employed Full Time <input type="checkbox"/> Employed Part Time <input type="checkbox"/> Homemaker <input type="checkbox"/> Retired due to Age/ Preference <input type="checkbox"/> Retired (Disability) <input type="checkbox"/> Medical Leave of Absence <input type="checkbox"/> Student
Co-morbid conditions (check all that apply or "None")		<input type="checkbox"/> Congestive heart failure <input type="checkbox"/> Atherosclerotic heart disease <input type="checkbox"/> Other cardiac disease <input type="checkbox"/> Cerebrovascular disease, CVA, TIA <input type="checkbox"/> Peripheral vascular disease <input type="checkbox"/> History of hypertension <input type="checkbox"/> Amputation <input type="checkbox"/> Diabetes, currently on insulin <input type="checkbox"/> Diabetes, on oral medications

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Admit Patient Worksheet:

http://mycrownweb.org/assets/worksheets/Admit_Patient_Worksheet.pdf

CROWNWeb Initial 2728 Worksheet:

http://mycrownweb.org/assets/worksheets/Initial_2728_Worksheet.pdf

ESRD Community of Practice

Do you have any suggestions that you'd like to share with attendees?

- CROWNWeb information supports the ESRD QIP. Make sure your data is good!
- Update patient addresses as needed.
- Add a new treatment summary for modality changes. Editing existing summaries can affect your data.
- Discharge a patient, in CROWNWeb, to hospital, if he/she has no treatments for the entire month, no labs.
- If it is the end of the month and you have lab values below measure expectations, you can manually enter from an approved outside source (i.e., hospital labs).

Poll Question #2

Which of the best practices from today's call will you adopt and implement at your facility? (Select all that apply)?

- A. Use CROWNWeb data to identify necessary changes to patients' treatment
- B. Use CROWNWeb reports to track patients to support Quality Assessment and Performance Improvement (QAPI) goals
- C. Create a CROWNWeb Specialist or role to help oversee CROWNWeb data entry
- D. Use CROWNWeb worksheets on the MyCROWNWeb.org website



Poll Question #3

Do you have a best practice that could be presented on a future Town Hall event?

- A. Yes
- B. No





ESRD Deep Dive Town Hall Recap

ESRD Deep Dive Topics Discussed

September 2019 Town Hall

- PART Verification
- Clinical Data Management
- To view the September Town Hall visit:
http://mycrownweb.org/pcw_community_events/september-2019-town-hall/

October 2019 Town Hall

- Managing Admits and Discharges



ESRD Deep Dive: Managing Admits and Discharges

Data Management Guidelines: Key Points

Key Points

- All chronic ESRD patients dialyzing at outpatient dialysis facilities must be admitted to a dialysis facility in CROWNWeb.
- Patients who receive a kidney transplant at a kidney transplantation center must be admitted to a kidney transplantation center in CROWNWeb.
- Tier 1 Data Managers admit and discharge ESRD patients to and from dialysis facilities within their scope.
- Tier 2 Data Managers admit and discharge patients to and from kidney transplantation and Veterans Health Administration (VHA) facilities within their scope.

Tier 1 Data Manager: Individuals or groups that manually enter patient and facility details directly into ESRD Systems.

Tier 2 Data Manager: Individuals or groups that provide technical data reporting assistance.

Data Management Guidelines: Frequency

Frequency

- Tier 1 Data Managers admit and discharge patients to and from their respective dialysis facilities within five business days of first treatment and discharge within five business days of last treatment.
- Tier 2 Data Managers admit and discharge patients to and from their respective kidney transplantation and VHA facilities within two business days of notification and discharge within two business days of last treatment notification.

Go to Page 31 of the ESRD Systems Data Management Guidelines for further details.

http://mycrownweb.org/assets/documents/ESRD_Systems_Data_Management_Guidelines.pdf

Admit/Discharge Transient Patients

- You must admit a patient as a transient when the admission is less than 30 days or no more than 13 treatments.
- Admitting patients as transients allows CROWNWeb to hold the record at the original and temporary facility.
- Discharge the transient patient from your facility when he/she ends treatment at your facility.

Admit/Discharge FAQs

- **Q: What date should we enter when discharging a patient?**
 - A: The discharge date should be the date of the patient's last treatment at your facility.
- **Q: What do I do when CROWNWeb identifies a patient I am admitting as a duplicate patient?**
 - A: Check to ensure the patient data that you are entering is correct. If the data is correct please contact your Network for assistance. If the data you entered is incorrect, go back to the Admit screen and re-admit the patient with the correct information.

Admit/Discharge FAQs (cont.)

- **Q: Do we need to specify the new facility when transferring a patient out?**
 - A: No. In this situation, when you discharge a patient with a reason of Transfer, you also need to select Dialysis Facility in the Transfer Discharge Subcategory field drop-down list. You cannot indicate the specific facility.
- **Q: How do we admit a transplant patient receiving dialysis in support of the transplant?**
 - A: Admit the patient as you would any other patient, with the following selections made:
 1. Select an **Admit Reason** of *Dialysis in Support of Transplant*.
 2. Set the **Transient** status to *Yes*.

Admit/Discharge Resources

- Access Admit and Discharge resources available via:
 - **CROWNWeb Tutorial:**
 - Admit:** http://mycrownweb.org/pcw_course/admitting-new-patient/
 - Discharge:** http://mycrownweb.org/pcw_course/discharging-patient/
 - Transient:** http://mycrownweb.org/pcw_course/admitting-discharging-transient-patients/
 - **CROWNWeb Online Help:**
 - Admit New Patients:**
http://mycrownweb.org/assets/crownweb/Patients/Admit_and_Discharge/Admit_a_New_Patient.htm
 - Discharge:**
http://mycrownweb.org/assets/crownweb/Patients/Admit_and_Discharge/Discharge_a_Patient.htm
 - **Frequently Asked Questions:**
<http://mycrownweb.org/help/faqs/>



**REMINDER:
EOCT: We Are Your Voice**

System Enhancements

Have an idea to help improve CROWNWeb? Submit your enhancement ideas today!

HOW CAN WE HELP YOU TODAY?

The CROWNWeb Help System is provided by the CROWNWeb Outreach, Communications, and Training (OCT) Team. For more resources, please visit the [myCROWNWeb](#) website.



Technical Support

▼ I know what I'm supposed to do, but something in CROWNWeb isn't working the way it should. ▼

Training Support

▼ I don't know how to do something in CROWNWeb. ▼

Improving CROWNWeb

▼ I have an idea how to make CROWNWeb better. ▼

Thank you for your interest in helping to make CROWNWeb better!

Please describe your idea in the box to the right. Be as descriptive as possible. *

⚠ Please do not enter patient names, dates of birth, social security numbers, or any other information that could potentially identify an individual. Submitting this information is a violation of CMS Data Policies.

Please tell us how we can contact you if we have questions:

Your Name *

6-digit facility CCN (if available)

Your Email *

Your Phone * - - EXT.

Would you like a confirmation email? I would like a confirmation email

When finished, click **Submit** I attest that I have not entered any PHI in the fields I am about to submit

Other

▼ Something that doesn't fit in the three areas above. ▼

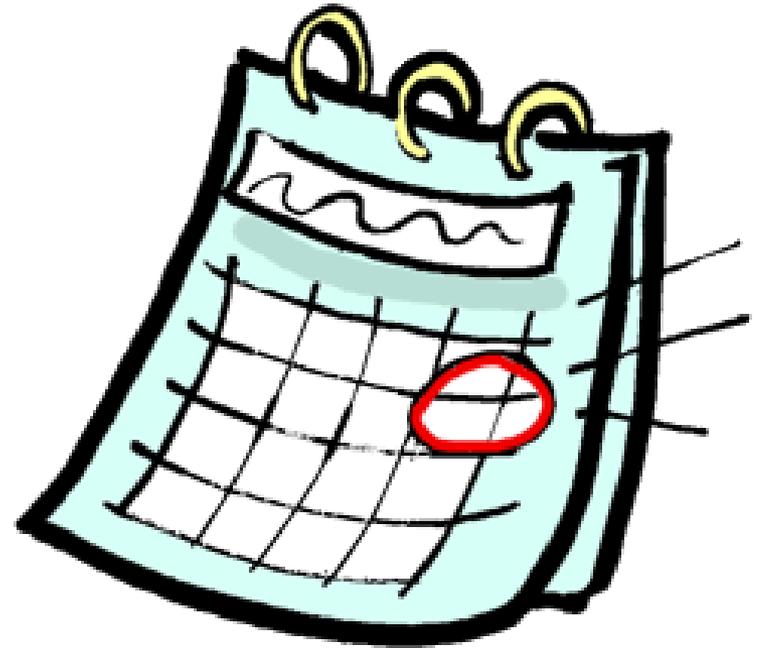
Questions



Thanks for Attending!

**Our next Town Hall
Event will be held on
November 21, 2019.**

Details coming soon.



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!