



The Renal Network, Inc.

ESRD Networks 4, 9 & 10

# Improving The Health Care Team by

## Providing Continuing Education to Dialysis Technicians

By

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Quality Improvement Coordinator

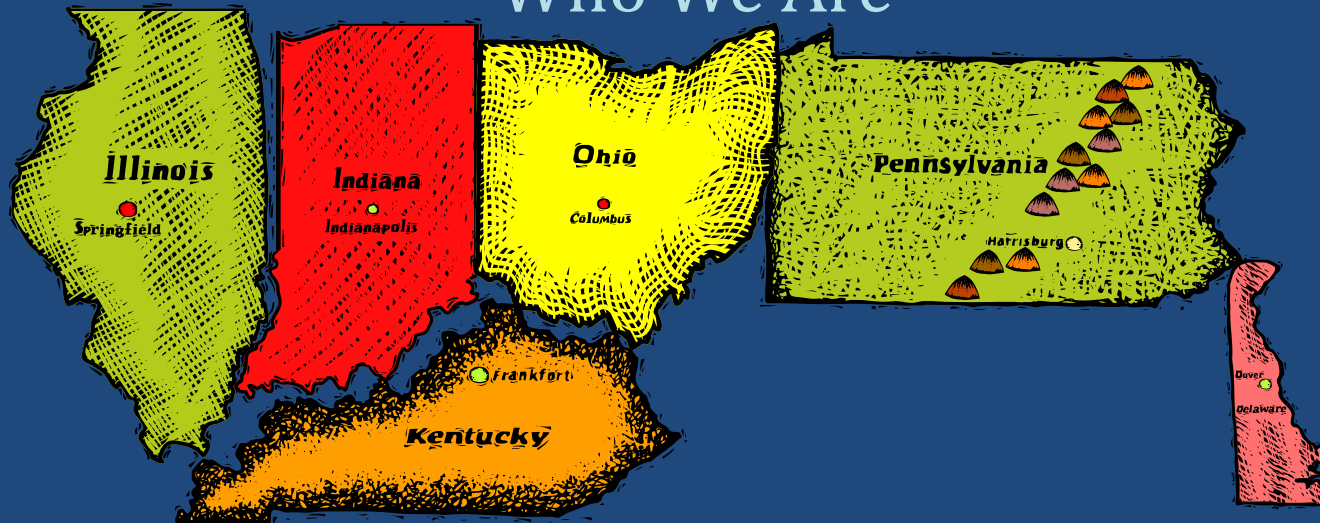
The Renal Network, Inc.

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NANT 29<sup>th</sup> Annual Symposium, March 6, 2012, Las Vegas, NV

# The Renal Network, Inc

## Who We Are



The Renal Network, Inc., is a not-for-profit organization which monitors quality of dialysis care in the states of Pennsylvania and Delaware (Network 4), Indiana, Kentucky, and Ohio (Network 9), and in Illinois (Network 10). The Renal Network is the contractor with the Centers for Medicare and Medicaid Services (CMS) for End-stage Renal Disease (ESRD) Networks 4, 9, & 10. The Renal Network, Inc. complies with all governmental regulations applicable for a not-for-profit corporation.

# The Renal Network, Inc

		Network 4	Network 9	Network 10
States		PA, DE	IN, KY, OH	IL
Number of Facilities	Dialysis	273	524	240
	Transplant	19	16	9
Number of Patients	Dialysis	17,503	28,212	16,653
	Transplant	10,181	11,988	7,241
	Total	27,684	40,200	23,894
Staff		10	19	

# Network Role

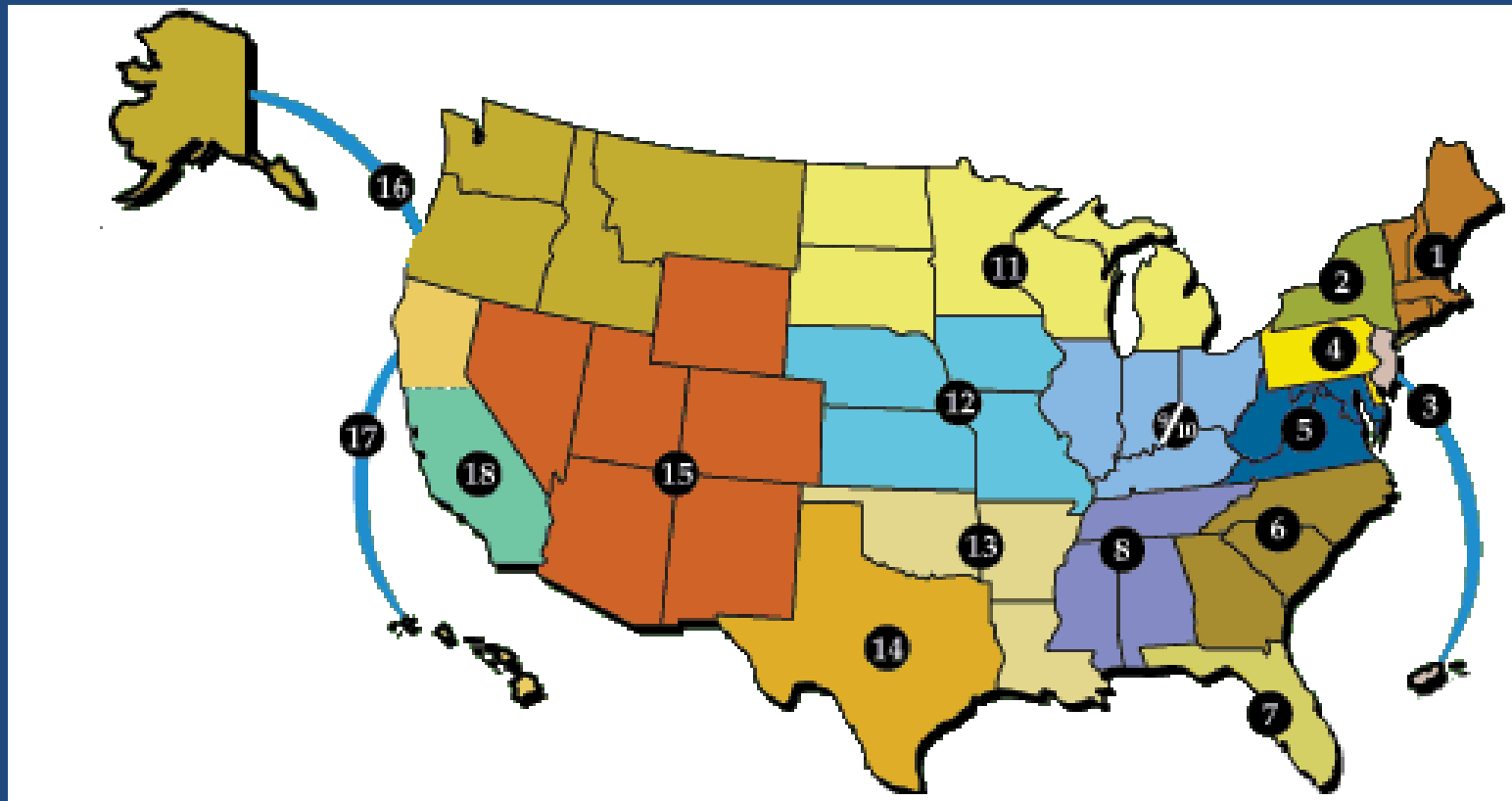
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- The role of The Renal Network is to promote and support quality dialysis care and outcomes of ESRD patients and kidney transplant patients through patient services, education, quality improvement and the collection, analysis and exchange of relevant incidence, prevalence, surveillance and outcome data.

# Network Structure

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- The Renal Network organizational structure is capable of supporting all activities of the Network, especially the quality improvement and patient-centered services described in the Statement of Work (SOW) between the ESRD Network Organizations and CMS. In addition to Network staff, there are four primary committees: the **Network Council, Board of Trustees, Medical Review Board and the Patient Leadership Committee** that oversee and direct Network activities.



# Improving The Health Care Team by Technician Training & Education

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- *Technician training program*
- *Clinic education for new hires*
- *Continuing education for technicians.*



# Conditions For Coverage Requirement\*

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## Facts

- Patient Care Technician Certification Required
- PCTs must be certified under a state or national certification program
- For Current PCTs – 18 months from Oct. 14, 2008
- For New PCTs – 18 months from date of hire.

## How This Condition Affected Us

- More participation in educational events by PCTs
- More request from managers to get their PCTs enrolled in educational events



# Professional Responsibility

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- Go out and look for educational opportunities
- Search your Network Website
- Search other Network Websites
- It's up to you



# Determination of Educational Topics

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- Determine educational needs by analyzing quality outcomes (ex. Vascular Access)
- After each educational event we review evaluations for educational requests
- Assess educational needs of the ESRD Community by Customer Survey
- QI Project conversations and
- CMS initiatives

# How We Market Educational Opportunities

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- Blast emails to dialysis facility staff (*294 PCTs in our data base*)
- Post on websites: [www.therenalnetwork.org](http://www.therenalnetwork.org) -NW9/10  
[www.esrdnetwork4.org](http://www.esrdnetwork4.org) –NW4
- Word of mouth when talking with facility staff
- Emails & phone calls to our Quality Improvement Project facilities
- Through outside partners like vascular access centers and other ESRD organizations

# CEUs Provided in 2011

## CEUs Facts in 2011

- 21 CEUs provided by NANT
- 10 CEUs provided by other source (access center & Kidney foundation)
- 13 Different Programs
  - 9 Webinars
  - 5 Face to Face Meetings
- ✓ 1 -1 day learning session
- ✓ 4 Cannulation Camps

## Topics

- Vascular Access Outcomes Improvement
- Cannulation
- Transplant
- Catheter Related Infections
- Saving Lives-One Treatment at a Time-Empowering Front Line Caregivers
- Quality Assessment & Performance Improvement Process

# Saving Lives-One Dialysis Treatment at a Time-Empowering Front Line Caregivers September 13, 2011\*

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## Attendance

- Total of 230 attendees
- **123 PCTs**
- 99 RNs
- 5 LPNs
- 1 SW
- 2 Dietitians
- **6.6 CE hours awarded**

## Topic

- Dialysis Patient Caregivers-You're A life Saver!
- The Patient Whisperer
- Realities of the Workplace Panel Discussion
- How I can Improve Outcomes for My Patients
- You Can't Stick Bill if You Ain't Got A Thrill
- Speak Up!
- Learning Stations: Phosphorus, Adequacy and Vascular Access

# Who Are the Players?

## Audience

- Patient Care Technicians
- Nurses
- Administrators
- Social Workers
- Dieticians
- Nephrologists
- Nurse Practitioners
- Corporate QI Staff
- Surgeons

## Speakers

- Nurses (Within our Network and outside our Network)
- Technicians
- Network Staff
- Nephrologist (Within our Network and outside our Network)
- Social Workers
- Outside specialists ex.CDC

# Total Continuing Education Participation for 2011

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Facility Staff &  
Corporation Staff

2935

Number of Facilities  
Represented

2547



# Collaboration

(joining forces for better outcomes)



- Other Networks
- Vascular Access Centers
- NKF
- Nephrologists outside our Network
- Centers for Disease Control



# “Turning Vascular Access Best Practices Into Exemplary Outcomes”

## CEUs Facts in 2012

- 1.2 CEUs provided by NANT by Webinar February 1<sup>st</sup> & 2<sup>nd</sup>

## Participants

Total Participants = 403

PCTs = 125

RNs = 218

LPNs = 3

MSW = 4

RD = 2

MD = 1

Other = 50

49 viewed recording to date

# Looking Forward

## CEU Events Planned for 2012



- **Quarterly Vascular Access Webinars**
- **Annual Meeting-May 2012**
- **Others To be Decided**

2012 Nephrology Conference  
The Future of Dialysis: Being Patient  
Centered in a Bundled World

May 23<sup>rd</sup> & 24<sup>th</sup>, 2012

Columbus, OH

CEUs Provided= 10.75



Dear Renal Community Partner,

Below is a "Save the Date" announcement for our 2012 Nephrology Conference. If you cannot view HTML email, this notice is available as a download.

Save the  
Date!

Announcing The Renal Network's ...

## 2012 Nephrology Conference

May 23-24, 2012



### The Future of Dialysis: Being Patient Centered in a Bundled World

Two-day conference will include presentations on:

- Caregiver as Hero
- Bundling, Quality Incentive Payment & the Impact on Your Delivery of Dialysis Care
- Do You Know Where Your Patient Is? Improving Care Transitions
- Infection Control, Patient Safety & NHSN
- Home Therapies & Patient Self-Management
- Patient Empowerment & Patient Choices
- Patient Choices Along the Continuum of Care
- Strategies to Get Patients to Own Their Outcomes
- How Do We Manage Day-to-Day and Still Meet the Needs of Our Patients?

Registration will be posted on-line in February and will be mailed to the dialysis/transplant facilities following on-line posting.

Applications pending for continuing education for nurses, technicians, social workers and dietitians.

**Location:**

Hilton Columbus  
at Easton  
3900 Chagrin Drive  
Columbus, OH 43219  
(614) 414-5000



Hotel reservations can be made at the Hilton at a conference rate of \$169 per night, plus tax. To get the conference rate, call the Hilton and ask for **The Renal Network Group**. The deadline for hotel reservations at the discounted rate is **April 30, 2012**.

Join Us for a special CROWNWeb Session the evening before our Nephrology Conference!

May 22, 2012  
7:00 PM to 9:00 PM

Hilton Columbus at Easton  
Registration for this session will be required and  
will be included in the on-line and paper registration forms.

CROWNWeb

Renal Network, Inc.  
ESRD Networks 4, 9 & 10



## Facilitates the achievement of optimal wellness for renal disease patients.

### QI Training Programs

These training programs are designed to be used by dialysis center staff responsible for conducting in-service training, such as nurse educators and trainers.

The training topics were selected and designed to stimulate and support significant improvement in the quality of dialysis care through skills building and development and the promotion of best practice models.

In addition, each module was designed to support the goals and aims of specific CMS ESRD Quality Initiative, such as the Fistula First Breakthrough Initiative and the ESRD Clinical Performance Measures (CPM).

Each training module is a result of collaborative efforts among dialysis providers, renal professionals, Network board and committee members and staff.

Click on the following links to view training modules:

#### Archives

- [How to Make a Good Vascular Access Program Even Better](#)  
April 14, 2011
- [Vascular Access Best Practice Sharing Stories](#)  
February 8, 2011 or February 10, 2011
- [Catheter Reduction QIP for Indiana & Kentucky](#)  
November, 2010
- [Catheter Reduction QIP for Ohio](#)  
November, 2010
- [Fistula Improvement QIP](#)  
November, 2010
- [The 3 Ps for Vascular Access Success](#)  
WebEx - September 27 and 30, 2010
- [QAPI/Vascular Access Best Practice](#)  
WebEx - August 24, 2010
- [QAPI/Medical Director in Charge](#)  
WebEx - August 26, 2010
- [Vascular Access Management...Instituting Hospital System Change](#)  
WebEx - March 9, 2010

- [QIP Participants February WebEx](#)  
WebEx February 16, 18, 19, 2010  
[View WebEx Presentation Slides \[PDF, 752KB\]](#)
- [QAPI & Vascular Access Management II](#)  
Educational WebEx - January 12, 2010 or January 14, 2010
- [Vascular Access Quality Improvement: The Medical Director as Leader](#)  
WebEx December 11, 2009 or December 17, 2009  
[View WebEx Presentation Slides \[PDF, 287KB\]](#)
- [Vascular Access: Networking for Solutions Series](#)  
Learning Sessions - October 20, 2009 or October 27, 2009
- [QAPI & Vascular Access Management I](#)  
Educational WebEx - September 17, 2009 or September 22, 2009
- [Fistula Coaching Program](#)  
QI & Patient Services WebEx Training - June 24, 2009
- [Helping the Patient Make Healthy Fistula Choices](#)  
QI & Patient Services WebEx Training - June 23, 2009
- [Putting the Pieces Together](#)  
Vascular Access Learning Session - June 2, 2009 or June 4, 2009
- [Role of the Vascular Access Coordinator \(VAC\) & Team Development](#)  
Educational WebEx - February 24, 2009 or February 26, 2009
- [Interdisciplinary Approach to Improving AVF Rates](#)  
Learning Session - February 5, 2009 or February 12, 2009
- [Patient Assessment & Plans of Care](#)  
Educational WebEx - January 20, 2009 or January 22, 2009
- [Buttonhole Technique](#)  
Educational WebEx - January 15, 2009 or January 21, 2009
- [Quality Assessment & Performance Improvement Meeting Condition 494.110 of CMS Conditions For Coverage](#)  
Educational WebEx - September 16, 2008
- [Fistula First/Catheter Out](#)  
CQI WebEx - September, 2007 to June, 2008
- [Barriers to Fistula Collaborative](#)  
QI Collaborative Training Program - 2007
- [Cannulation Workshop Training](#)  
QI Training Program - 2006 to 2007

# The Renal Network, Inc. Educational Goals

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- Assess Educational Needs of the ESRD Community by survey and after each presentation by reviewing event evaluations
- Provide Dialysis Staff Educational Opportunity- at least quarterly
- Promote Team Concept in All Education Provided- Emphasizing PCTs as vital team members
- Teach QAPI & Communication whenever possible



**THANK YOU**

# The Renal Network, Inc. Quality Improvement Team

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## Network 4: PA & DE

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# Questions For You



- Do you attend educational events your Network provides?
- Do you know how to access your Network website? (*esrdnetworks.org*)
- What kind of continuing education would like the Networks to provide?