



# 2010 NANT Symposium

## **Medicare Conditions for Coverage CMS Update on Surveys**

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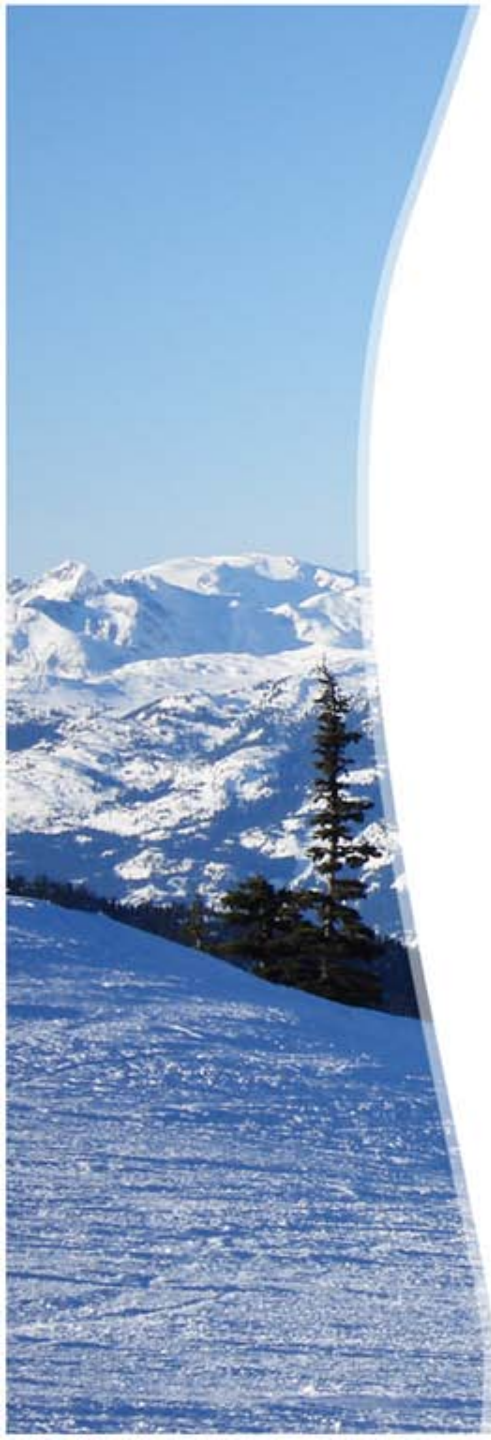
# Laying Down Your Best Game: A Guide for Dialysis Technicians



# Objectives:

- Describe current citations in ESRD surveys of tech-related deficient practices
- Identify potential causes of deficient practices
- List proactive steps to keep patients safe and avoid deficiency citations
- Discuss current status of required certification of dialysis patient care technicians

Let's Take a  
Look at  
What Is  
Being Cited...



# Top Ten Cited Deficiencies (Survey N = 1268)

Tag #	Tag Description	# Citations	In % surveys
V113	IC: Wear gloves/ hand hygiene	339	26.7%
V122	IC: Clean, disinfect surfaces/equipment	296	23.3%
V403	PE: Equipment maintenance; DFU	263	20.7%
V715	MD Resp: ensure all adhere to P&P	230	18.1%

# Top Ten Cited Deficiencies (Survey N = 1268)

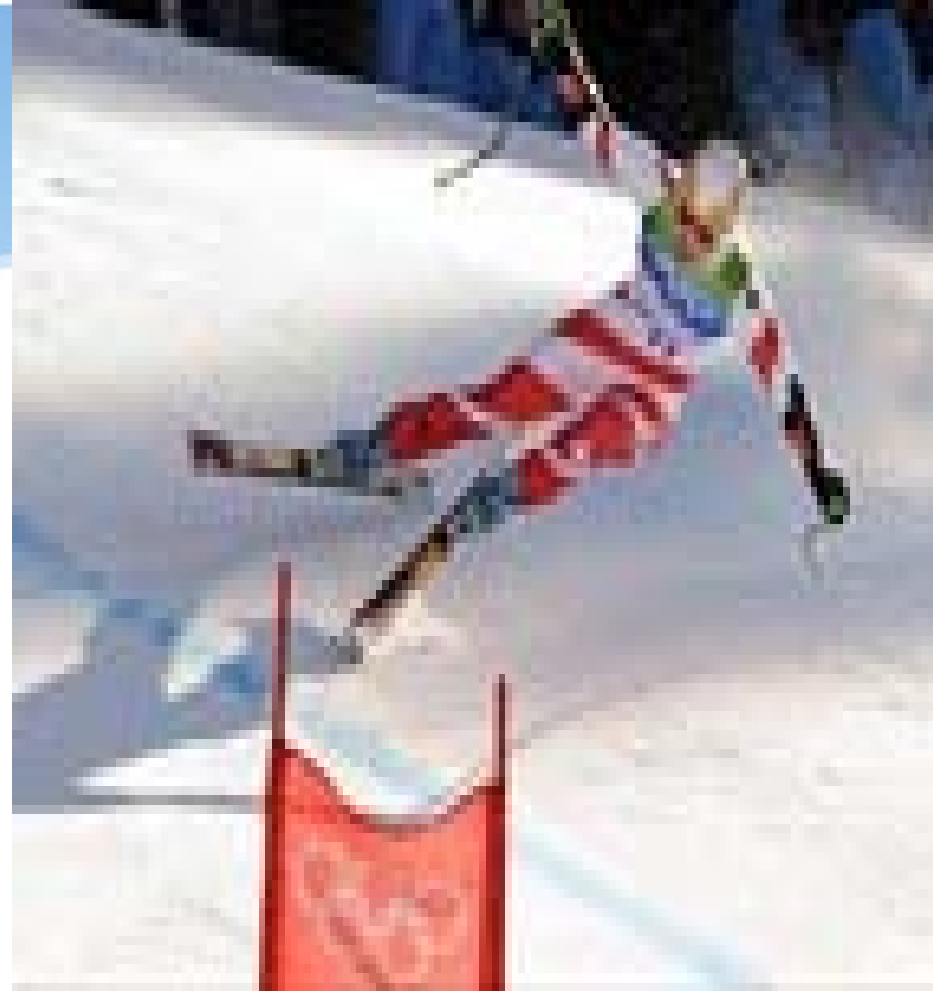
Tag #	Tag Description	# Citations	In % surveys
V541	POC: Goals; community based standards	198	15.6%
V401	PE: Safe, functional, comfortable	175	13.8%
V115	IC: Wear gowns, shields, masks...	158	12.5%
V117	IC: Clean/dirty areas, med prep area, no carts	154	12.1%

# Top Ten Cited Deficiencies (Survey N = 1268)

Tag #	Tag Description	# Citations	In % surveys
V402	PE: Building constructed maintained	153	12.1%
V116	IC: Items taken to station: Disposed, Dedicated or Disinfected	147	11.6%

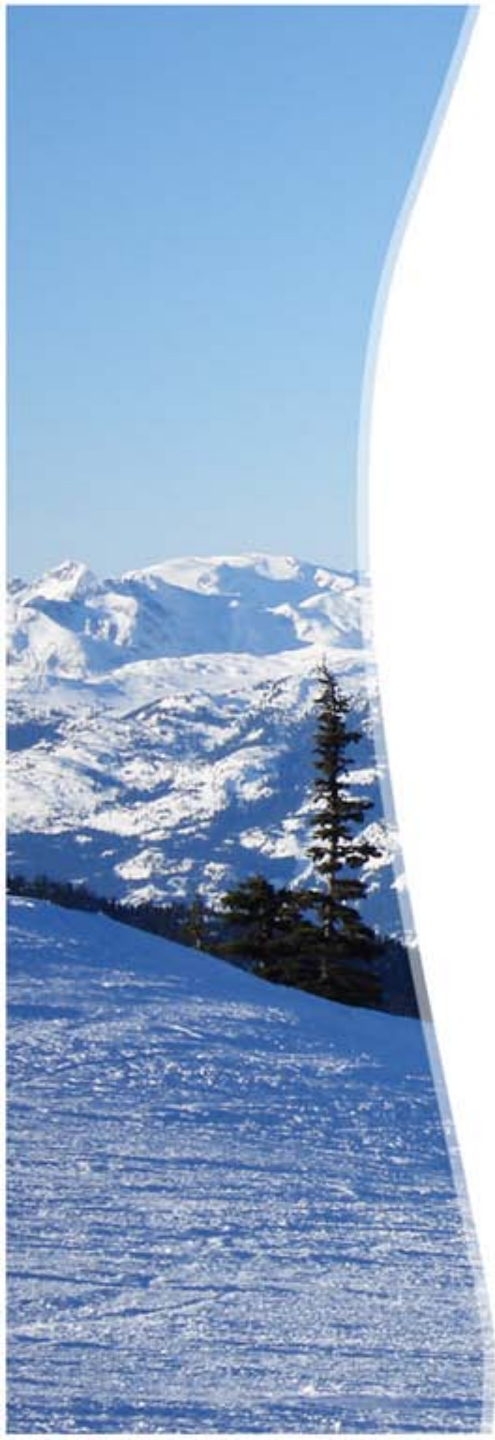
# Are Any of These Tech-Related?

- Why yes!
- Nine of the Top Ten can be impacted by what YOU do!
- Your actions have a direct affect on patient safety and survey outcomes





# How About A Little Different View...



# Top Ten in *Hospital-Based* Facilities


## Survey N = 130

Tag #	Tag Description	# Citations	In % Surveys
V113	IC: Wear gloves; hand hygiene	49	37.7%
V122	IC: Clean disinfect surfaces, equipment	34	26.2%
V403	PE: Equipment maintained; DFU	33	25.4%
V115	IC: Wear gowns/ shields/masks	27	20.8%
V250	<b><i>Dialysate: monitor pH conductivity</i></b>	24 (122/1268)	18.5%

# Top Ten in Hospital-Based Facilities

## Survey N = 130

Tag #	Tag Description	# Citations	In % Surveys
V407	<b><i>PE: Patients in view during treatment</i></b>	24 (136/1268)	18.5%
V626	<b><i>QAPI: covers scope of services/ IDT involved</i></b>	23	17.7%
V715	MD Resp: Ensure all adhere to P&P	23	17.7%
V401	PE: Safe, functional, comfortable envirnmt	23	17.7%
V196	<b><i>Carbon: monitoring, testing frequency</i></b>	20 (132/1268)	15.4%



## Other Citations Potentially Tech-related (Survey N=1268)


#13: V 504: Assess blood pressure/ fluid management needs (135 X)

#17: V543: Manage volume status (132 X)

#20: V143: IC: Aseptic techniques for IV meds (105 X)

#34: V187: Water system schematic/labels (84X)

#37: V119: IC: supply cart distant, no supplies in pockets (79X)



## Other Citations Potentially Tech-related (Survey N=1268)

- #45: V120: Transducer protectors, not wetted/changed (68 X)
- # 46: V260: Personnel (water) training program, periodic audits (68 X)
- # 56: V229: Mixing systems: permanent record, verification testing (60 X)
- #57: V191: Softeners, testing hardness, log (56 X)
- #111: V 331: Reuse: transportation & handling (29 X)

# What Are Some of the Causes of These Findings?



# Some Root Cause Analysis

Your ideas?

- ..
- ..
- ..
- ..



# Some Root Cause Analysis

- Too little time between patients
- Poor design, inefficient arrangement of the treatment area
- Lack of knowledge
  - Of the regulations
  - Of facility policy & procedure
  - Of the reasons for the requirement

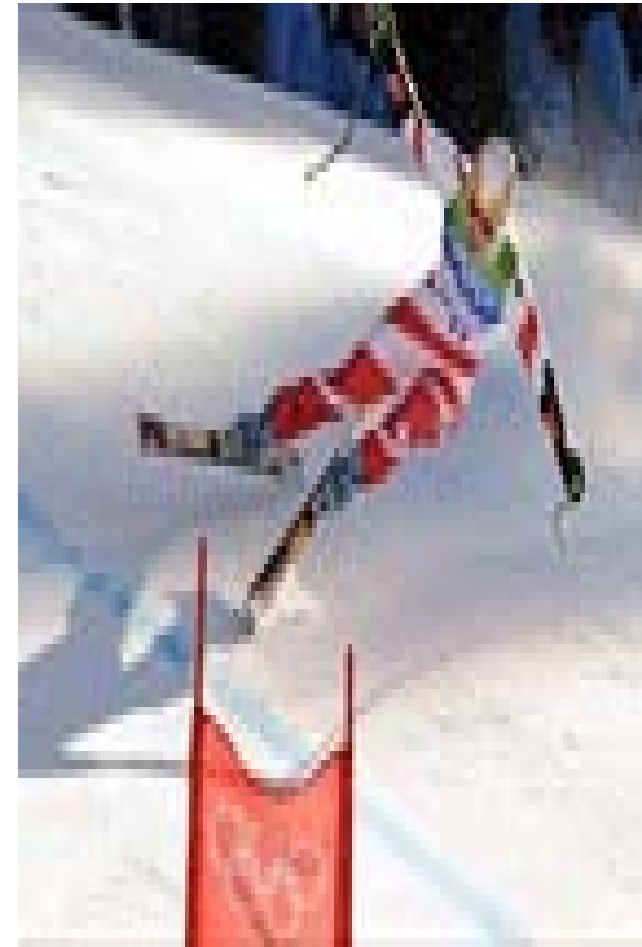
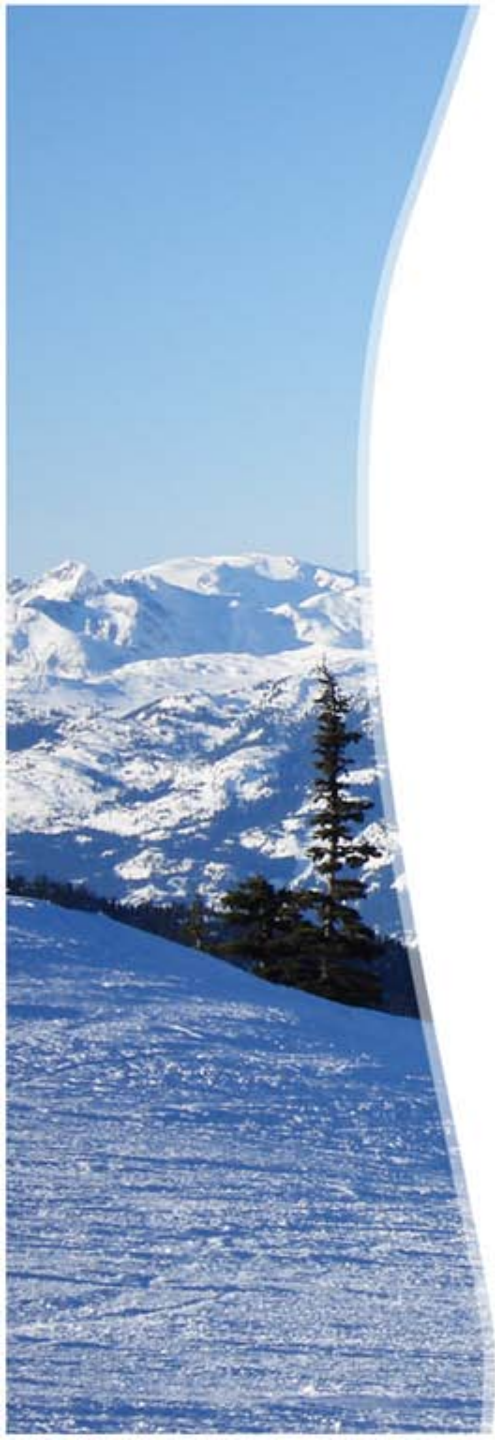




# Some Root Cause Analysis

- Lack of training
- Lack of understanding of the impact each person's performance has on outcomes
- Failure to recognize limits of practice
- Not enough staff
- Changes from "historical" practices

Proactive Steps to  
Keep Patients Safe  
and  
Avoid  
Deficiency  
Citations



# Be Prepared!

“You can’t use knowledge you don’t have”

Orientation and on-going education are CRITICAL

# Be Prepared!

- Volunteer to share this presentation with your coworkers when you go home!
- Seek out contact hours: you'll be needing them—for recertification!
- Mentor less experienced staff
- Ask to do some practice audits: use what you learn to help change things

# Understand the “WHY”

- Understanding “why” promotes consistent practice
- Understanding “why” decreases the likelihood of staff taking shortcuts or altering practice
- Understanding “why” empowers staff to do the right thing

# There Are NO Dumb Questions

- Never hesitate to ask; if you don't understand, others don't or won't either
- If policy or procedures are not clear—ask for explanations

# Do the “Hand Off”

- Recognize the limits of your responsibility
- “Tell the NURSE” (the Chief Tech or the Medical Director)
- Ask for another opinion – go up the chain of command

# A Word About Fluid Management

- #1 cause of death in kidney patients?
- Heart Disease
- Failure to manage fluid status increases the size of the left heart
- How do we “measure” fluid management?  
Control of Weight and Blood Pressure



# Fluid Management

- Pay attention to blood pressure readings
- Take action if readings are elevated or depressed (Tell the NURSE)
- Pay attention to pre and post treatment weights
- Take action if post treatment weight goal is not reached

# Medication “Do’s”

- Prepare all meds (including heparin & lidocaine) in a clean area away from the treatment area
- Clean all stoppers with alcohol before puncturing (vials and lines)
- Prepare meds close to time of use
- Label meds not given immediately (with patient name, med name, dose, your initials)

# Let's Get Technical

Mixing bicarb and acid: 5 “Rights”:

1. Right PPE
2. Right directions (DFU)
3. Right amount of water, added as directed
4. Right mixing time
5. Right data recorded

# Let's Get Technical

## Chair side measures of pH and conductivity

- Required pre each treatment
- Know the “why”
- Know the allowed variability
- Don't falsify records

# Let's Get Technical

## Cultures and Disinfection

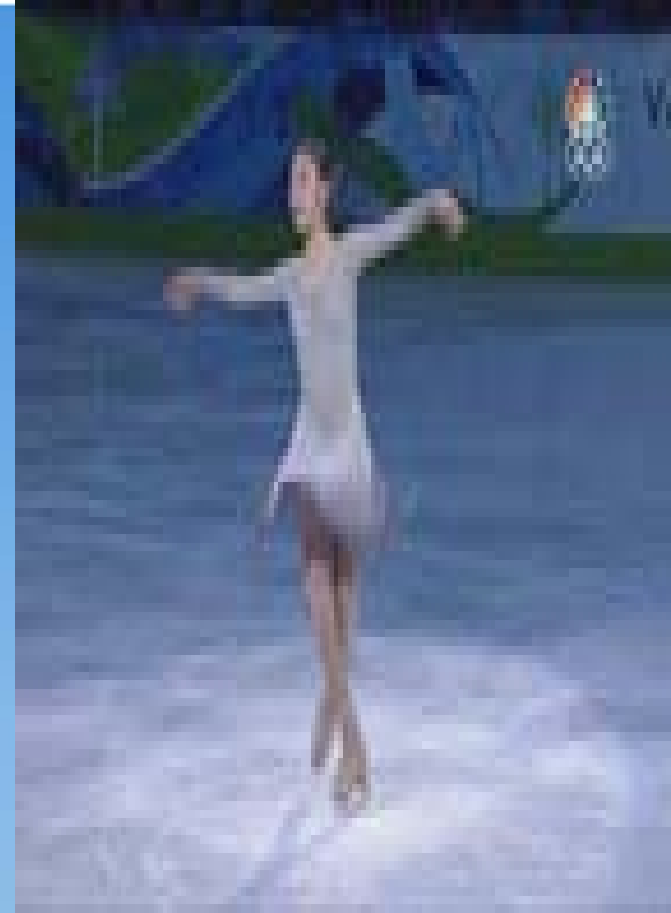
- Worse case scenario
- Communication is key for teams that do disinfection or collect culture samples
- Evaluate results when received
- Take appropriate action

# Talk About Practice!

Practice audits required:

- for water treatment
- dialysate preparation

- Go home and get these started!



# A Final Word on the Basics

## Gloves and Hand Hygiene

- Gloves: put them on
- Use hand hygiene between gloves
- Patient/machine considered one
- Use clean gloves when approaching vascular access

# A Final Word on the Basics

## D-O-C-U-M-E-N-T-A-T-I-O-N

- Document what you do
- Assess vital signs at the required frequency; document them on time
- Use care in completing logs



# PCT Certification: Progress toward April 15, 2010

Organization	Total # certified	As of (date)
NNCC	19,683	January 31, 2010
BONENT	6,000	February 25, 2010
NNCO	700	February 23, 2010
CDC	292	February 20, 2010
New Mexico SBN	<u>399</u>	February 26, 2010
<b>TOTAL certified PCTs:</b>	<b>27,074</b>	<b>Of ~30,000* PCT</b>

\*Number of PCTs reported via CMS 2744 at end of 2008

# What A GREAT Start!



# Lay Down Your Best Game: Keep Your Patients Safe



# Questions?



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