

# Network 16-18 Helpful Hints for Completing the Annual Facility Survey



## CROWNWeb Helpful Hints for resolving incorrect numbers\*

\*If you are a batch submitting facility, any updates made in CROWNWeb should also be updated in your corporate system and your organization be notified of any changes made or issues that need resolving. Contact your corporate help desk with any questions on procedure for changing data in your system/CROWNWeb.

- **Additional CROWNWeb Support here:** <http://www.nwrenalnetwork.org/IM/IM.htm>
- **Additional 2744 Survey Support here:** <http://www.nwrenalnetwork.org/im/CW2744.htm>

## Data cleanup efforts:

The following are some actions we have noted that can assist in making sure your CMS-2744 Annual Facility Survey is populated with the correct information. Not all of these steps need to be taken or are applicable. They are for your information to assist you in completing the 2744.

- 1. Run the 2744 Reports in CROWNWeb, verify and make corrections.** Run and keep running your 2744 reports. Data is being updated across the country, and these changes have the potential to affect your numbers.
- 2. Find and Resolve duplicate patients (More than one CROWNWeb UPI exists).**  
To merge duplicate patients: Send an email to the QualityNet Help Desk ([qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org)) with the following information:

Originator's Name:	(Your name)
Originator's Email:	(Your email address)
Originator's Phone:	(Your phone number)
Primary Patient UPI:	(The UPI of the patient with the most correct information)
Non-Primary UPI:	(The UPI of the patient that will be merged with the Primary patient)
Notes:	(Any additional NON PII/PHI information that is relevant).

**DO NOT INCLUDE ANY PHI OR PII WHEN SENDING AN EMAIL TO THE HELP DESK! THIS INCLUDES NAME, SSN, DOB, OR ANY OTHER IDENTIFYING INFORMATION OTHER THAN THE PATIENT CROWN UPI NUMBER.**

**If you are a batch submitting organization, you should make any corrections to the patient's demographic information as needed in your corporate system and notify your BSO about the merge.**

- 3. Correct All System Discharges.** System Discharges occur when another facility admitted a patient as a non-transient from the previous non-transient facility and no discharge was in CROWNWeb. This can be a mistake (the admission was accidentally coded as "non-transient" when it was supposed to be "transient" or correct. If it was correct, change your system discharge to the appropriate reason. If the patient was supposed to be a transient only at the admitting facility, work with the admitting facility to correct this in CROWNWeb.
- 4. Make sure death is recorded on patient attributes page for any patients with a discharge reason of discontinue in CROWNWeb if the patient died within 30 days of discontinue.** If a patient has a discharge reason of discontinue for your unit and has since expired, make sure the date of death has been entered on the patient attributes page. Contact the network if the patient's date of death was greater than 30 days from the discontinue discharge date and the date of death has not been recorded on the patient attributes page.

5. **If any Acute patients are on your list, make sure they are discharged with a reason of “Acute” and not “regained function”.** Acute patient and acute patient data should not be entered in CROWNWeb. Once in CROWNWeb, discharging them as “Acute” appropriately notes that they were mistakenly added to CROWNWeb and flags the record so they are not included in your patient counts.
6. **Check your *beginning* patient population. These numbers should match field 26 in your 2016 Annual Facility Survey.** This is important because without starting with the correct number of patients for the start of the 2016 year, your ending patient population number will not be correct.
  - To check your *beginning* patient population for 2016, run your Additions During Survey Period Report (2744 Report). Filter the report to exclude 2016 admissions and it should provide a list of patients that were at your unit as of 12/31/2016.
  - Compare this filtered list to your 2015 “Patients Receiving Care at End of Survey Period” report
7. **Check the effective dates on the patient attributes page and patient attributes history page to make sure they all reflect the correct dates**
  - Effective date must be 2016 or prior to reflect on this year’s CMS-2744
8. **Check your admit and discharge reasons on the 2744 Additions During Survey Period Report.** Some areas to focus on:
  - Discharge reasons of “Other” and “System Discharge” (Should they be Transfer or Discontinue?)  
\*Other should be rarely used – examples are if pt. transferred out of the country or to prison
  - “Recover Function” discharges (make sure they shouldn’t be “Acute”).
  - “Transfer In” admissions (make sure they shouldn’t be “New to ESRD”).

### General CMS-2744 Annual Facility Survey Helpful Hints

- **2744 View Mode vs. Edit Mode:** The 2744 automatically opens in view mode after you search for your facility survey and click on the ID.
- You will not see updates you have made in CROWNWeb until you open your 2744 in **Edit** mode and click **Generate** and **Save**

**2744 VIEW MODE**

[Search 2744](#) ▼

[Edit Form 2744](#)

**View 2744 for FACILITY XYZ for Survey Year 2016**

Dialysis Patients

Submit for Acceptance
Print

**2744 EDIT MODE**

[Search 2744](#) ▼

[Additions During Survey](#)

**Edit 2744 for FACILITY XYZ for Survey Year 2016**

Dialysis Patients

Generate
Save

- If you make changes in CROWNWeb, you must go back into your 2744 in EDIT mode and click the “generate” button again in order for your report to show the updates. Once you generate the form again, make sure to also re-save each time.
- Do NOT change your facility information displayed on the CROWNWeb 2744 without first contacting the Network. (We have other systems that also need to reflect facility changes that are made).
- Only the Network has CROWNWeb permissions to update Number of Dialysis Stations, Facility Ownership Type, Facility Local/National Affiliation/Chain Info, types of Dialysis Services offered and shift after 5 pm.
- “Shift that starts at 5PM or later” should only be marked “Yes” if the facility is providing or will provide a shift for patients needing to start at 5 pm or later; It should be marked “No” if facility does not offer this option to patients.
- Fields 01, 02, and 03: This is your patient population at the BEGINNING of the 2016 year – January 1<sup>st</sup>, 2016. In most cases these numbers reflect your end of year 2015.
- Fields 08 and 12: If a patient discontinued and died within 30 days of the discontinue date (and the death occurred in the same year) they should count as a death (field 08) on the 2744, NOT as a discontinue (field 12). As long as you have the patient discharged as discontinue and the date of death on the patient attributes page, CROWNWeb will automatically count this patient as a death in field 08.
- Fields 16 – 18: Should count patients who are still in training on 12/31/2016.
- Field 36: This field is for incenter hemodialysis treatment reporting only. This includes incenter hemodialysis training treatments, incenter backup treatments and transient treatments as well as treatments for your unit’s incenter hemodialysis patients.
- Field 37: Since this is an incenter treatment section, report only the number of days for which exchanges occurred incenter. Example: A training day where a CAPD exchange took place incenter. It does not include any home CCPD or CAPD treatments or training days where dialysis did not occur.
- Fields 38-41: Use *whole* numbers only. If an employee works fewer than 32 hours per week at your facility, they will count as 1 part-time worker. If an employee works at multiple facilities, determine if they are full or part time by counting time spent at your facility.