

2744 Errors and Warnings

Network Recommended Actions

February 2, 2016

Fields 36 and 37

- Field 36
 - Count every In-Center Hemodialysis Treatment performed **at your facility** in the Survey Year. Do NOT count acute patients.
- Field 37
 - Count every CAPD/CCPD/PD Home Training & Treatment performed **at your facility** in the Survey Year.
 - Do NOT count acute patients.
 - Do NOT include HOME PD treatments.



Facility Staff Count

- Don't forget to enter this information below (Fields 38–41).

Staffing

Position	(38) Number of Staff Full Time	(39) Number of Staff Part Time	(40) Number of Open Pos Full Time	(41) Number of Open Pos Part Time
a. RNs:	5	1	0	0
b. LPN/LVTs:	0	0	0	0
c. PCTs:	10	1	0	0
d. APNs:	0	0	0	0
e. Dieticians:	1	0	0	0
f. Social Workers:	1	0	0	0



NW Recommendations to Prevent Warnings/Errors

Issue	Recommended Action	
Patient has duplicate treatments	Review treatment summary to look for patients with 2 or more treatments on the same date. Delete duplicate treatment	
Patient treatment date does not match admit date	Review treatment summary to make sure there is a treatment on the same date as the admit date. Edit or Add treatment as appropriate to match admit date	
Patient is admitted to the same unit as transient and non-transient with no discharge	Review and cleanup admit/discharge record	
Patient has duplicate Medicare statuses in a row. Ex.:	Remove duplicate Medicare Status from Patient Attributes History page (If this occurs, and effective dates are different this will cause Medicare Error. If there is a duplicate but it is the same, this will not cause an error)	
CROWNWeb Status		Effective Date
Currently Enrolled		01/06/2016
Currently Enrolled		01/04/2016

2744 Annual Survey ERRORS

- Most can be resolved by reviewing 2744 Reports and making corrections to patient records.
- A select few ERRORS are acceptable **IF** the facility adds the appropriate 'Comment' to the 2744 about the cause.



ERROR - Total Number of Patients

Error Message	Recommended Solution
<p><i>The total number of patients (field 26) must equal the sum of the patients receiving care at the beginning of the survey period (field 03) plus the additions during the survey period (fields 04A through 07B) minus the losses during the survey period (fields 08A through 13B).</i></p>	<p>Run the “2744 Report – Additions During Survey Period” and the “2744 Report – Patients Receiving Care at End of Survey Period” Reports and review the Network 16-18 instructions to locate discrepancies in the totals.</p> <ul style="list-style-type: none">• These 2744 reports show all the patients that were <u>Admitted (and the Admit Date & Reason)</u> and all the patients that were <u>Discharged (and the Discharge Date & Reason)</u>.• Compare the list to your internal tracking.• Fix the specific patient's Admit/Discharge Summary.• Fix the specific patient's Treatment Summary• Fix any discrepancies between the admit/discharge summary and treatment summary.• "Generate" the 2744 to update your corrections.



ERROR – Medicare Patients

Error Message	Recommended Solution
<p><i>The total number of Medicare patients (fields 27, 28, 29) must equal the total number of patients (field 26).</i></p>	<p>Run the “2744 Report – Patient Eligibility Status Report” Report and review the Network 16-18 instructions.</p> <ul style="list-style-type: none">• Look for any incomplete or incorrect data in the Medicare Enrollment Status & Medicare Enrollment Start Date columns. Medicare Enrollment Status will list:<ul style="list-style-type: none">1 (Enrolled in Medicare)2 (Medicare Status Pending) or3 (No Medicare Coverage)• <u>If no statuses are missing</u>, look for patients with the SAME Medicare status in a row (duplicates) with <i>different</i> effective dates on the Patient Attributes History page• Update the information on the Patient Attributes History page.• The Medicare Enrollment Start Date should be no later than the date the patient was admitted to your facility.*• "Generate" the 2744 to update your corrections.

ERROR - Losses

Error Message	Recommended Solution
<p><i>Total losses (fields 08A through 13B) cannot be greater than the total patients (field 26).</i></p>	<p>Run the “2744 Report – Patients Receiving Care at End of Survey Period” Report and review the Network 16-18 instructions.</p> <ul style="list-style-type: none">• Review Patient Discharge Date and Discharge Reason columns.• Look for patients with multiple/incorrect discharge reasons.• Look for patients with duplicate treatments• Update the information on the patient’s Admit/Discharge Summary.• "Generate" the 2744 to update your corrections.



ERROR – School and Vocational Rehabilitation

Error Message	Recommended Solution
<p><i>The total number of patients attending school (field 35) cannot be greater than the total number of patients receiving Vocational Rehabilitation services (field 33). The number of patients attending school is incorrect.</i></p>	<p>Add the COMMENT:</p> <p><i>"I have thoroughly reviewed my records for fields 33 and 35 and the error is invalid."</i></p> <p>"Generate" the 2744.</p>



Other Less-Common Errors & Recommended Solutions

Error Message	Recommended Solution
<p><i>Total additions (fields 04A through 07B) cannot be greater than the total patients (field 26).</i></p>	<p>Run “2744 Report – Additions During Survey Period” Report and review the Network 16-18 instructions.</p> <ul style="list-style-type: none">• Check for duplicate treatment records in the patient’s <i>Treatment Summary</i> page.• Delete any duplicate/incorrect treatment.• “Generate” the 2744 to update your corrections.



Frequent Hemodialysis Errors

Error Message	Recommended Solution
<p><i>The number of frequent in-center hemodialysis patients cannot be greater than the total number of hemodialysis patients (the sum of fields 30A and 31A cannot be greater than the sum of fields 14 and 16).</i></p>	<p>Run the “2744 Reports – Patients Receiving Care at End of Survey Period” and the “2744 Report – Patients Hemodialyzing More Than 4 Times Per Week” Reports and review the Network 16-18 instructions.</p>
<p><i>The number of frequent hemodialysis patients cannot be greater than the total number of hemodialysis patients (the sum of fields 30A, 31A, 30B, 31B cannot be greater than the sum of fields 14, 16 and 21).</i></p>	<ul style="list-style-type: none"> • Review Dialysis Type of Training and Expected Self Care Setting columns. • If the patient did not <u>train at your facility</u>, remove the training information on the patient’s <i>Treatment Summary Page</i>.
<p><i>The total number of frequent home hemodialysis patients (fields 30B and 31B) cannot be greater than the number of home hemodialysis patients (field 21). Frequent home hemodialysis patients total is incorrect.</i></p>	<ul style="list-style-type: none"> • Update the correct treatment information. • "Generate" the 2744 to update your corrections.

ERROR – Patient Totals

Error Message	Recommended Solution
<p><i>The number of Total Patients (26) must equal the sum of the total number of in-center dialysis patients (field 20) and the total number of home dialysis patients (field 25).</i></p>	<p>Run the “2744 Report – Patients Receiving Care at End of Survey Period” Report and review the Network 16-18 instructions to locate discrepancies in the totals.</p>
<p><i>The number of total in-center dialysis patients (field 20) must equal the sum of fields 14 through 19.</i></p>	<ul style="list-style-type: none">• Review <i>Primary Dialysis Setting</i> and <i>Primary Type of Treatment</i> columns.
<p><i>The total number of patients receiving in-center other dialysis (field 15) cannot be greater than the total number of in-center other dialysis treatments including training (field 37). Other dialysis total is incorrect.</i></p>	<ul style="list-style-type: none">• Update the information on the patient’s <i>Treatment Summary</i> page.• "Generate" the 2744 to update your corrections.



Facility Opened/Closed Date Errors

Error Message	Recommended Solution
<i>Total patients (field 26) cannot equal 0 if the facility has not closed.</i>	Enter comment: <i>"Facility opened on __/__/____."</i>
<i>The total number of patients receiving care at the beginning of the survey period (field 03) cannot equal 0 if the facility has not closed.</i>	<i>Facility temporarily closed on __/__/____ and was still closed as of end of the survey year"</i>
<i>The total patients (field 26) cannot be zero (0) for this facility.</i>	



2744 Annual Survey Warnings

- Some Warnings must be resolved by reviewing 2744 Reports and making corrections to patient records.
- Most Warnings are acceptable **IF** the facility adds the appropriate 'Comment' to the 2744 about the cause.



WARNING – Beginning of Year – End of Year Count

Warning Message	Recommended Solution
<p><i>The total number of patients receiving care at the beginning of this survey period (field 03) must equal the total number of patients receiving care at the end of the last survey period for this facility (field 26). Please enter a comment.</i></p>	<p>Run the “Patients Receiving Care at End of Survey Period” report for the previous year’s 2744 and compare it to “Additions During Survey Period” report of the current year’s 2744.</p> <ul style="list-style-type: none">• (Filter to remove current year’s admits) <p>Run the “Additions During Survey Period” report for the current year.</p> <ul style="list-style-type: none">• Make sure the <i>Treatment Date</i> matches the <i>Admit Date</i> for each patient admitted in the current survey year.• Make Sure Training Information is correct.<ul style="list-style-type: none">▪ <i>If the patient did not train in your facility, they should not have any Training Info.</i> <p>If current year’s beginning survey number is correct (due to patients missing or accidentally included in the prior year’s survey), please add one of the following comments:</p> <p><i>“Survey Ending Population corrected after finalized. Removed [Enter number] patient(s) OR</i></p> <p><i>“Survey Ending Population corrected after finalized. Added [Enter number] patient(s)</i></p>

Warning – Field 37 May Be Too High

Warning Message	Recommended Solution
<p><i>The total number of in-center patients receiving Other dialysis treatments (field 37) may be too high. Please verify this total.</i></p>	<p>Check the number and make sure that it totals the following:</p> <ul style="list-style-type: none">• Patients who received staff-assisted IPD treatments• CAPD and CCPD training days• All other number of treatments performed by self-dialyzing patients or training patients received in-center. <p>If all of the above is correct, click “Generate” and leave a comment.</p> <p>Make sure you do NOT count treatments at HOME.</p>



Warning – System Discharge

Warning Message	Recommended Solution
<p><i>There are X patients with a System Discharge that are not included in the totals in fields 08A - 13B.</i></p>	<p><i>* You should not be seeing this Warning because you should be cleaning up the 'System Discharges' we email to your facility weekly. *</i></p> <ul style="list-style-type: none">• Run the “2744 Report – Additions During Survey Period” Reports.• Review the <i>Discharge Reason</i> column.• Correct the <i>Admit/Discharge Summary</i> for any patient that is discharged as “System Discharge.” <p>"Generate" the 2744 after making corrections to patient records.</p>



Warnings That Can Be Bypassed with a Comment

Warning Message	Recommended Action
<i>The facility certification date is not in the survey period but the beginning population is 0. Please add a comment.</i>	This warning can be bypassed. Please enter in comment field <u>an explanation</u> as to why you had no patients prior to this Survey Year.
Warning Message	Recommended Action
<i>If the facility certification date is in the current survey period, then fields 01 and 02 must equal 0. Please add a comment.</i>	This warning can be bypassed. Please enter in comment: "Facility was certified on this date __/__/__."



SEND ALL QUESTIONS TO

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**Do NOT include PHI/PII in emails. Only
include CROWNWeb UPI**

