



# ESRD NETWORK 18 PROVIDER NEWSLETTER

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Health

Summer 2020

During these uncertain and stressful times, we want to thank you for all that you do for our ESRD patients and community. We know that COVID-19 has brought on many new challenges and changes, which you all face with great perseverance each day. The Network is here to support you in any way we can and appreciate you all continuing to show up every day for our ESRD population.

Sincerely,  
Your ESRD Network 18 Team

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## Quality Improvement

### ESRD Quality Incentive Program (QIP)

On June 1, 2020, the Centers for Medicare & Medicaid Services (CMS) will start the next chapter of its ESRD Quality Reporting System (EQRS) modernization efforts by implementing the first phase of a two-part ESRD Quality Incentive Program (ESRD QIP) User Interface (UI) roll out, in support of the ESRD QIP Payment Year (PY) 2021 Preview Period.

This rollout of the ESRD QIP UI into EQRS is the first significant change to the ESRD QIP procedures since the inception of the program. The updates to the ESRD QIP UI will improve overall user experience and reduce burden. Phase 1 of the roll out consists of a new role request process and user interface with enhanced navigation features. Fictitious data will be visible in this first release for illustrative purposes only. Phase 2 will be released when the ESRD QIP PY 2021 Preview Period starts in mid-July 2020. Phase 2 will include facilities' actual PY 2021 data, as well as consist of a streamlined communication and inquiry submission process.

### Mental Health: Addressing Staff Burnout

What is burnout? "Burnout is a long-term stress reaction marked by emotional exhaustion, depersonalization, and lack of sense of personal accomplishment" (<https://www.ahrq.gov/prevention/clinician/ahrq-works/burnout/index.html>). Feeling burnt out can be very isolating as we may feel ashamed of being in this space. It is extremely important that as health care providers, we normalize and validate our mental health needs. Good mental health is essential to being able to perform the very difficult job of caring for others on a daily basis. Allow yourself the space for self-care and healing. Know the signs of burnout and learn how to address them right away. Please take some time to review the following Network presentation on staff burn out: [Wound Care for Burnout](#). Taking the time to learn the tools required for self-care is the first step in becoming the healthiest version of yourself, which will allow you to continue to provide excellent care for the people you serve.

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# Patient Services

## Identifying Your Patient's Psychosocial Needs

Individuals with kidney failure have an extremely complex set of needs that extend far beyond the need for renal replacement therapy. In order to provide the best care possible, we must treat the whole person. Treating the whole person requires treating the body and the mind. Expecting a patient to "check their baggage" at the door is an unreasonable expectation. We must be willing and ready to deal with all the needs each patient brings to the table on a daily basis. We all have challenges in our lives and we all feel overwhelmed by them at times; kidney patients are no exception. In fact, daily stressors are only compounded by the need to also manage a chronic illness.

Individualized Care Planning is a great place to start when ensuring that all our patient's needs are identified and addressed. The Care Plan should reflect a concrete plan that includes follow up and ongoing monitoring. Simply identifying a need is not enough. Encourage your patients to seek support from others outside the unit. Connect them to local and national support groups. During this time, there are a great deal of virtual options available. Please check out our website for more resources that can be shared with your patients and contact us if you have a specific need. We are here to support you and your patients in taking the necessary steps to ensure mental health remains a priority for all.

Please check out this resource to help address mental health needs amidst COVID-19: [Quick Tips to Connect will help you with skills to build trust and increase resilience](#)

## Spanish Speaking Patients Needed

ESRD Network 18 is looking for monolingual Spanish speaking patients to join our brand new Spanish Speaking Patient Advisory Committee! Please help us out by printing out the flyer and application and providing it to any Spanish speaking patients that might be interested in joining us. We are so excited about the opportunity to work with our Spanish speaking community to ensure their voice is being heard in Network efforts to improve care.

- [Information Flyer](#)
- [Application](#)

## Patient Newsletters

Please visit our website to download and share the latest version of our Patient Newsletter with the patients and care partners in your clinic. <http://www.esrdnetwork18.org/patients/newsletters/>

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## Data Priorities

### Keeping Patient Information Current in CROWNWeb

Dialysis patients do not stay at the same mailing address forever. And occasionally their phone number may change, especially if they move out state. Be sure to maintain the patient's most up-to-date contact information in CROWNWeb (on the Patient Attributes page) so they do not miss out on valuable information sent by CMS, NCC, UNOS and their ESRD Network. Additionally, a dialysis patient may be removed from a transplant wait-list if the transplant center is not able to reach them at the phone number and address available in CROWNWeb.

## FAQ

**Question:** How do I access the new QIP User Interface?

**Answer:** There are a few things to consider first:

If you have an existing QIP system login, it should have



been transitioned into EQRS on June 1st, 2020.

- Log in to EQRS and 'Change Organization' and click on "QIP Scores" to access QIP

If you do not have a QIP system login, determine first if you have a HARP Account:

- If you have a HARP Account (for accessing CROWNWeb) - Log in to EQRS with your HARP Account and apply for QIP Access:  
<https://eqrs.cms.gov/globalapp/>
- If you do NOT have a HARP Account:
  - Apply for a HARP Account:  
<https://harp.qualitynet.org/register/profile-info>
  - Log in to EQRS with your HARP Account and apply for QIP Access:  
<https://eqrs.cms.gov/globalapp/>



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## Emergency Preparedness

### Are Your Patients Prepared?

How often do you review your unit's disaster plan with your patients? Can your patients disconnect themselves from dialysis in the event of an emergency? Find a safe way to help patients practice the process by giving them tubing that is not attached to a dialysis machine. Let them practice clamping and unscrewing the lines to be sure they are able to perform this task. Please also check out this great resource created by KCER and consider having it posted at every dialysis station:

<https://www.kcercoalition.com/contentassets/7202c26cb0ce40b9a098d3dbede5ccb9/emergencydisconnectdialysis508.pdf>

### Interruption in Service

Please notify the Network anytime you have an interruption in service using this form:

<http://www.esrdnetwork18.org/machform/view.php?id=16298>

Make sure to let us know if you need any assistance.

### KCER

We would also like to encourage you to sign up for the KCER Newsletter. To do so please visit the KCER website: <https://www.kcercoalition.com/en/resources/kcer-watch/>

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## Changes in Facility Personnel



When your facility has staff join or leave your team, be sure to notify the Network by clicking the icon to the left, so we know who to reach out to at the facility for important information including: emergency preparedness, new resources for facilities and patients, upcoming events and deadlines, MAH password changes, CROWNWeb cleanup, and other outreach efforts.



## Upcoming Events!

Please visit our website [Events Calendar](#) for up-to-date information on kidney-related events happening in our community.

Know of an event that we don't have listed? Please let us

## Contact us

### IMPORTANT Network Email Update

The ESRD emailed addresses ending with [@NW18.esrd.net](mailto:@NW18.esrd.net) have been deactivated.

Emails sent to those addresses will not be received.

Please see below the list of Updated emails that are replacing them:

Executive Director: [SHutchinson@comagine.org](mailto:SHutchinson@comagine.org)

QI Director [BBreckler@comagine.org](mailto:BBreckler@comagine.org)

QI Coordinator: [JPeterman@comagine.org](mailto:JPeterman@comagine.org)

QI Coordinator: [BSmith2@comagine.org](mailto:BSmith2@comagine.org)

PS Director: [ERhodes@comagine.org](mailto:ERhodes@comagine.org)

PS Coordinator: [AGalindo-Guerrero@comagine.org](mailto:AGalindo-Guerrero@comagine.org)

Data Director: [SLyulkin@comagine.org](mailto:SLyulkin@comagine.org)

Project Coordinator: [MHinojosa@comagine.org](mailto:MHinojosa@comagine.org)

Administration/Data Coordinator: [YPerea@comagine.org](mailto:YPerea@comagine.org)

For questions about LMS, NHSN, or any of the CMS Projects for 2020: please email [ESRDQI@comagine.org](mailto:ESRDQI@comagine.org).

For questions about CROWNWeb, MAH, Facility or Personnel Updates: please email [ESRDData@comagine.org](mailto:ESRDData@comagine.org).

Thank you for your urgent attention!

Questions? Feel free to give us a call at 1-888-268-1539 or send an email to [Network18@comagine.org](mailto:Network18@comagine.org)

**Do not include any PHI/PII in the email**

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