



2017 Network Council Meeting

October 10th and 11th 2017

Welcome Facilities and Patients

- Network 4 requests all facilities to have representation at the Network Council Meetings
- Network 4 SME's invited
 - CMS requires at least two patients to attend most Network 4 meetings
 - BOD
 - MRB
 - Network Council
- Today's Agenda
 - 2017-2018 NHSN Healthcare Personnel Safety Reporting
 - 2017 Patient Engagement Update
 - 2017 Emergency Management Presentation

2017-2018 NHSN Healthcare Personnel Safety (HPS) Reporting – Influenza Surveillance

- Required for NHSN ESRD QIP payment year 2019 for *“HCP who are physically present in the healthcare facility for at least 1 working day between October 1 and March 31”*
- Reminders for reporting to HPS module
 - ADD monthly reporting plan: only 1 monthly reporting plan is needed for the entire flu season
 - Healthcare Worker (HCW) information can be added monthly OR all at once.
 - This is a summary format only. New information will overwrite previously entered data.
 - The reporting deadline is May 15, 2018
- The survey for this module is encouraged but NOT required

- An "engaged patient" is one who is fully involved in, and enthusiastic about their health, and thus will act in a way that promotes optimal health in the chronic treatment setting

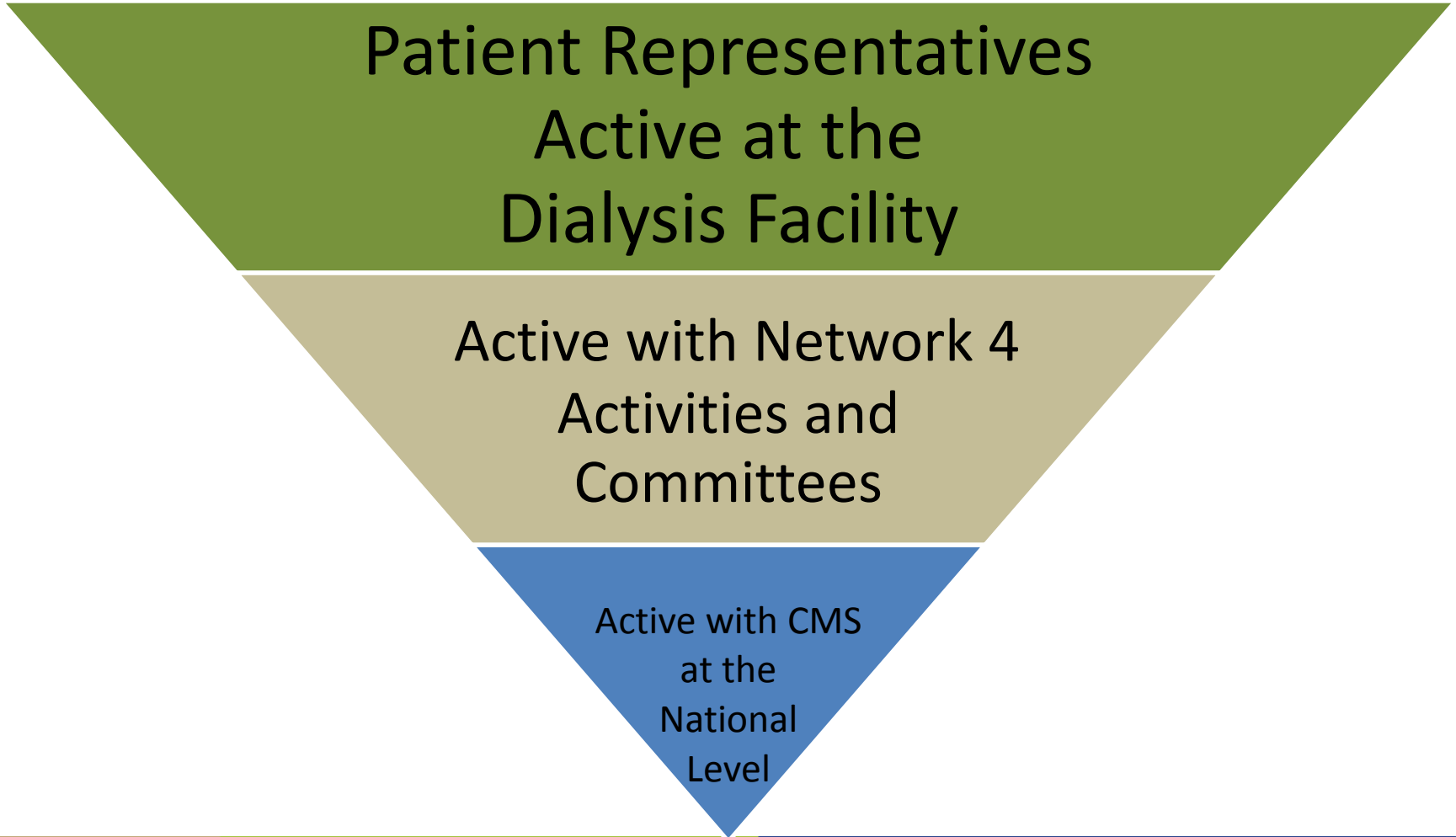


2017 Patient Representative Logo

- Patient Inspired – Dialysis Means Life
- Patient Representative Moto – Encourage patients to be engaged in their Health Care



Overview of 2017 Network 4 Patient Representatives' Path to Engagement



Patient Representatives
Active at the
Dialysis Facility

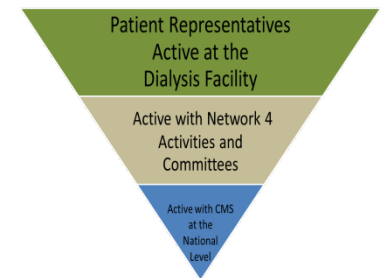
Active with Network 4
Activities and
Committees

Active with CMS
at the
National
Level

Specific Patient Representative Training and Support

Path to Engagement

- **Patient Representatives Path: Dialysis Facility**
 - Updated 2017 Patient Representative Handbook and associated forms
 - Monthly Patient Representative meetings for short education and networking
 - Patient Representative ONLY Facebook page for support and sharing of ideas
 - Initial Patient Representative receive Patient Representative Handbook and welcome letter
 - Participates in quality training; then attends quality meetings
 - Participate in peer mentoring training
- **Patients Representative Path: Network 4**
 - Recognized as a Patient Subject Matter Expert (SME)
 - Member of the Patient Advisory Committee (PAC)
 - QIA Training ; then participates as a QIA advisors
 - Joins CMS Network 4 COR call
 - Active member, on the Network 4 boards (BOD, MRB or NC)
- **Patient Representative Path : CMS and National Level**
 - Participates in NCC NPFE LAN
 - Participates in national work groups
 - Participates in national CMS meetings – both on the phone and in person



Please Engage your Patient Representatives Today!!

- 2017-2018 Network 4 Goal for all facilities:
 - All facilities will have at least **ONE** Patient Representative by 12/31/18
 - One Patient Representative for each shift is golden
- Network 4 Commitment
 - Provide education support and guidance to
 - Patient Representatives
 - Dialysis facilities
- All related forms including Job Description and Handbook on QIRN4 Website at www.qirn4.org

Emergency Preparedness

Prepare for an Emergency

CROWNWeb data – ensure following are correct

- Facility staff contact information (email/phone number)
- Patient list
- Patient physical addresses

Internal information – ensure following are correct

- Staff physical addresses
- Post-disaster rally plan

Disaster Event Practice

- Snow and ice storms
- Hurricanes
- Train Derailments
- Tornadoes
- Natural gas line explosion
- Unscheduled loss of power and or water
- Urgent relocation of a facility

Event Practice Resources found at
<https://asprtracie.hhs.gov/>

Emergency Alert System

Delaware



First Call Network Registration line **1-866-484-3264**

This process is very user friendly. Callers will be prompted while using the system. The information is protected, under the normal non-disclosure agreement between First Call and the State of Delaware.

Pennsylvania



No statewide emergency alert system offered. Please, go to your county and or local municipal government website and register for their emergency alert system. Below is a link to all PA county websites.

<http://www.pacounties.org/PAsCounties/Pages/County-Websites.aspx>

Hurricane Irma – September 5-6



St John Restaurant - Before



St John Restaurant - After



St Thomas



St John Before and After

Hurricane Maria – September 20



San Juan During



Destroyed Home and Fence



Flooded Shopping Center



Old San Juan Tree

Lessons Learned

- Verifying patient physical addresses (i.e. not PO Boxes) is crucially important when you need to dispatch Urban Search and Rescue (USAR) to locate them. Printing the list before the storm and verifying each address with each patient is vital and can save lives. Also asking the question “Is this where you plan to ride out/live after the storm?” is a critical bit of information to seek. Make sure that the list is inclusive of all current patients and does not include those who have recently left.
- Verifying the same information for staff is equally important.
- Having the above information printed out and sent home with multiple staff members before the storm is crucial, since you probably cannot access the computer after the storm, and you won’t know which staff member will be able to communicate with us and USAR.
- Send the above information via fax to the Network office before the storm hits.

Lessons Learned, continued

- Establish a rallying point/plan for after the storm, assuming communications will be down. For instance, “we will all go to the clinic at 4 AM two days after the storm” is a good way to avoid a situation where staff don’t know what to do because they’ve not heard from their boss and also helps you know who may be stuck in their homes or in need of USAR.
- Make patients aware of this rallying plan so that they know to show up whether or not they’ve heard from you (e.g. “all patients will show up at 6 AM two days after the storm”).
- Make sure that the person who lives closest to the unit has keys to access it and the various rooms in it to do an assessment.
- Check the diesel level of your generator
- Turn on the generator and test its functionality before the storm hits.
- Schedule water and diesel delivery with your local contractors for 1-2 days after the storm, in the event you can’t call them to schedule a delivery after the storm.
- Ensure that patients are not running low on prescription meds. No guarantee they’ll be able to refill for several days post-storm

Next Network Council Meeting

- Reminder: Representation from each facility recommended
- Tentative Dates:
 - Wednesday January 17, 2018
 - Thursday January 18, 2018
 - Both days at 2 p.m.
- Webex information to be sent prior to the meeting for registration
- Please indicate your facility CCN
 - Not just DaVita or FMC

