



Quality
Insights
Renal Network 4



Network 4 NEWS

A Monthly Newsletter for Quality Insights Renal Network 4

STAY CONNECTED



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GREETINGS FROM QUALITY INSIGHTS RENAL NETWORK 4

Welcome to the November issue of the Quality Insights Renal Network 4 e-newsletter. In this issue, we bring you information about new email addresses for Network 4 staff, Medicare Open Enrollment, *QualityNet's* new ServiceNow Q&A tool, updated recommendations for measles in healthcare settings, an update on antibiotic use in the United States, upcoming webinar opportunities, CMS updates, upcoming events and more. We encourage you to [contact us](#) with any questions, concerns or suggestions.



IMPORTANT NOTE: NETWORK 4 STAFF CONTACT INFORMATION IS CHANGING

Quality Insights Renal Network 4 staff will have new email addresses **effective January 1, 2020**. Please make a note of this information and update your contact records accordingly. As always, please reach out to us with any questions.



- Chris Brown: cbrown@qualityinsights.org
- Kou Kha-Moua: kkhamoua@qualityinsights.org
- Jeannette Shrift: jshrift@qualityinsights.org

QUICK LINKS

Quality Insights Renal
Network 4 Website

Medicare's Dialysis Facility
Compare

National Kidney Foundation

American Kidney Fund

Kidney Foundation of Central
Pennsylvania

Pennsylvania Health
Department: Health Alert,
Advisories and Updates

Western PA Kidney Support
Groups

- Deborah Knight: dknight@qualityinsights.org
- Karen Hricak: khricak@qualityinsights.org
- Emma Fountain: efountain@qualityinsights.org

FACILITY-LED PATIENT EDUCATION TOPIC OF THE MONTH: MEDICARE OPEN ENROLLMENT



We will provide a Network 4 Patient Education Sheet each month in 2019. Please provide all of your patients with this education sheet each month. Also, we ask that you please encourage your facility's Patient Representatives to pass out this educational information.

- Medicare Open Enrollment/Plan Review ([English](#) / [Spanish](#))

QUALITYNET'SERVICENOW' Q&A TOOL UPDATE

On October 21, 2019, the new *QualityNet* Question and Answer (Q&A) tool went live with a new look and simplified navigation aimed at making information about *QualityNet* programs easier to find. The new Q&A tool called ServiceNow replaced the former RightNow Q&A tool.

The Centers for Medicare & Medicaid Services (CMS) is committed to making the new ServiceNow tool even better. The team is working on developing similar "My Stuff" functionality in the new Q&A tool. In the near future, the *QualityNet* ServiceNow Q&A tool will include new functionality that allows users to lookup in-process and historical information.

As a reminder, please update your bookmarks to include the URLs for the new *QualityNet* ServiceNow Q&A tool and the Ask-a-Question function as they changed on October 21, 2019. Users may continue to access the Q&A tool through the *QualityNet* website or directly using the following URLs:

- [Main Q&A tool page](#)
- [Ask-a-Question](#)
- [All knowledge bases](#)

For questions concerning the *QualityNet* ServiceNow Q&A tool, please contact the CMS ServiceNow team at CCSQServiceNow@cms.hhs.gov.

UPDATED INTERIM INFECTION PREVENTION AND CONTROL RECOMMENDATIONS FOR MEASLES IN HEALTHCARE SETTINGS

CDC's updated [Interim Infection Prevention and Control Recommendations for Measles in Healthcare Settings](#) can help clinicians protect against the spread of measles. Measles is most commonly spread from person to person either at home or in public settings, but it can also

spread in healthcare settings. While the most important way to prevent the spread of measles is community vaccination, core measles prevention in healthcare settings requires a multi-faceted approach including:

- Ensuring healthcare personnel (HCP) have presumptive evidence of immunity to measles
- Rapidly identifying and isolating patients with known or suspected measles
- Adhering to Standard and Airborne Precautions for patients with known or suspected measles
- Routinely promoting and facilitating respiratory hygiene and cough etiquette
- Appropriately managing exposed and ill HCP

CDC's interim guidance should be implemented as part of a comprehensive infection prevention program to prevent the spread of germs among patients, healthcare providers, and visitors.

CMS Updates

FINAL RULE EXPLAINS CHANGES TO THE END-STAGE RENAL DISEASE QUALITY INCENTIVE PROGRAM (ESRD QIP)

On October 31, 2019, the Centers for Medicare & Medicaid Services (CMS) issued a final rule that updates payment policies and rates under the End-Stage Renal Disease (ESRD) Prospective Payment System (PPS) for renal dialysis services furnished to beneficiaries on or after January 1, 2020. This rule also updates the acute kidney injury (AKI) dialysis payment rate for renal dialysis services furnished by ESRD facilities to individuals with AKI and finalizes changes to the ESRD Quality Incentive Program (QIP). The final rule is displayed in the October 31, 2019 Federal Register. [Download the final rule.](#)

TIME-LIMITED RELIEF FOR PART B PREMIUM PENALTIES

Under this time-limited policy-known as equitable relief-people who are eligible for Medicare and have Marketplace coverage can apply to enroll in Medicare Part B without penalty. Those who have already transitioned to Medicare can request that any Part B late enrollment penalties they may have received be reduced or eliminated. Eligibility for this ends on June 30, 2020. [Learn more.](#)

NHSN TO BEGIN COLLECTING INDIVIDUAL DIALYSIS EVENT DATES IN 2020

The National Healthcare Safety Network (NHSN) will begin collecting individual dialysis event dates in 2020. Currently, related events are reported on one form, with one event date (for example, positive blood culture and a related IV antimicrobial start). NHSN is moving toward collecting an individual event date for each event type, even if the events are related. Individual event date fields will be optional in 2020 and required by 2021. [Download this overview](#) from the Centers for Disease Control and Prevention (CDC) to learn more. For questions, please email nhsn@cdc.gov and put "dialysis" in the subject line.



TRANSITION PERIOD FOR NEW MEDICARE CARD ENDS SOON

Starting January 1, 2020, you must use the Medicare Beneficiary Identifier (MBI). Claims submitted with the Health Insurance Claim Number (HICN) will be rejected, with [a few exceptions](#) and reject all eligibility transactions. Protect your patients' identities by using MBIs now for all Medicare transactions. Ask your patient for his or her card. If he or she did not get a new card, give them the Get Your New Medicare Card flyer in [English](#) or [Spanish](#). For more information, see the [MLN Matters article](#).

Education

NETWORKS PARTNER WITH MTPPI TO HOST FREE WEBINARS ON PCORI FINDINGS

This fall, together with Medical Technology and Practice Patterns Institute (MTPPI), Quality Insights Renal Networks 3, 4 and 5 is providing a series of free webinars targeted to patients, dialysis facility staff, and nephrologists. The webinars disseminate findings from Patient-Centered Outcomes Research Institute (PCORI) studies. **Registration is required for each webinar** and continuing education credit will be provided to nurses and social workers, for some of the events.* See additional details below:

Thursday, November 21, 2019 at 5:00 p.m. EST

Patient Peer-Mentoring - For Patients

Speakers: Dr. Nasrollah Ghahramani

Audience: Dialysis Patients

**Continuing Education Credit NOT OFFERED*

[Register today.](#)

Thursday, December 12, 2019 at 12:00 p.m. EST

Shared Decision Making - Renal Supportive Care

Speakers: Dr. Joan Berzoff and Jenny Kitsen

Audience: Social Workers

**Continuing Education Credit offered to all nurses and social workers*

[Register today.](#)



PEER CONNECTION CALL RECORDINGS NOW AVAILABLE

During August, patient SMEs from the NPFE-LAN led three peer sharing calls that focused on home dialysis, transplant, and, caregiving. During the calls, which were open only to patients, family members, and caregivers, attendees were able to ask questions of patient SMEs, as well as gain insight on the challenges, benefits, and outcomes of home dialysis and transplantation from the patient perspective. Listen to a call recording below or visit the ESRD NCC website.

- [Home Dialysis Peer Connection Call](#)
- [Kidney Transplant Peer Connection Call](#)
- [Kidney Caregiver Peer Connection Call](#)

LATEST EDITION OF KCER WATCHNOW AVAILABLE

The KCER Watch [September newsletter](#) is full of important information for facilities and patients coming into the Hurricane Season. The newsletter addresses the following topics.



- National Preparedness Month
- KCER Emergency Preparedness Week
- Storm Surge Danger
- Emergency Preparedness Planning for the Kidney Community
- Rx Open is Ready to Help in the Event of an Emergency
- Don't Be a Victim: Avoid Fraud after the Storm

PSYCHONEPHROLOGY RESOURCES NOW AVAILABLE

Psychonephrology is an appreciation of the psychological and social issues that affect people impacted by the burden of kidney disease. [Learn more and access resources](#) for both the professional and patient. [Recent blogs](#) include topics on loneliness, pain, and mental resilience.

NATIONAL PATIENT AND FAMILY ENGAGEMENT LEARNING AND ACTION NETWORK (NPFE-LAN) TOOLS NOW AVAILABLE

Visit the [National Coordinating Center \(NCC\) website](#) to access the new resources developed by Patient Subject Matter Experts (P-SMEs) across the country. These resources were designed to help improve the quality of care and quality of life of people living with kidney failure, as well as to support Network QIAs.



THE IMPORTANCE OF EMPATHY

It is important to create and maintain a positive environment for all in the facility. This includes empathizing with both staff and patients in the facility. The importance in having empathy for patients and staff lies in being able to better understand how to help them and work with them to move forward. Below are some helpful resources to use with staff.

- [Dr. Brene Brown - Empathy versus Sympathy](#) (3 minute video)
- [Empathy in Healthcare](#) (article with an exercise to simulate with staff)
- [Empathy Training Manual](#)

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IMPORTANT NOTE:

This bi-weekly e-newsletter will serve as our primary method of communicating important news and updates. We encourage you to visit our Web site for the most up-to-date information or to contact us with questions, comments or suggestions.

This material was prepared by Quality Insights Renal Network 4 under contract with the Centers for Medicare & Medicaid Services (CMS). The contents do not necessarily reflect CMS policy.

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