ARC

Assess. Refer. Connect.

Quality Insights Renal Network 4

GAINFUL EMPLOYMENT
QUALITY IMPROVEMENT ACTIVITY

Quality Insights
Renal Network 4

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PROJECT DESCRIPTION

The 2020 Gainful Employment quality improvement activity (QIA) will focus on interventions to support the gainful employment of individuals with ESRD.

Project Timeframe

January 1, 2020 – September 30, 2020

Project Goals

- 95% of patients will be screened for VR and/or employment network (EN) services
- 50% of patients will be referred for VR/EN services, including 10 patients
- between the ages 55-64
- 1% of patients will be receiving VR/EN services
- At least one Facility Patient Representative will be recruited as QIA support to facility staff

Project Materials and Resources

Project materials and resources can be found in the *Access. Refer. Connect.* (*ARC*) Toolkit and on the Quality Insights Renal Network 4 "Vocational Rehab Services" webpage here: https://www.qirn4.org/Ongoing-Projects/Vocational-Rehab-Project-Services.aspx

Monthly Reporting

- Reporting is due no later than the 5th of the month. Facilities will report on the previous month's activities and efforts the following month. Example: Activities completed during the month of February will be reported by March 5th.
- Submit monthly report to the Network via online link. Link to be provided via email and can also be found on the Network's "Vocational Rehab Services" webpage.

Conditions for Coverage

(i) Standard: Relationship with the ESRD Network. The governing body receives and acts upon recommendations from the ESRD network. The dialysis facility must cooperate with the ESRD network designated for its geographic area, in fulfilling the terms of the Network's current statement of work. Each facility must participate in ESRD Network activities and pursue Network goals. §494.180

PROJECT EXPECTATIONS

During this 9-month project period, enrolled project facilities will engage in the following quality improvement activities:

Quality Improvement Activity	Target Date
Submit Pre-project Assessment	January 8, 2020
Project Kickoff Webinar • Calendar invite for the webinar will be emailed to Clinic Managers/Facility Administrators and clinic Social Workers	January 14, 2020 11:00 AM – 12:00 PM
Learning Action Network (LAN) webinar with Beth Witten, LSCSW • Presentation Focus: Helping Patients Work Using SSA Incentives	January 21, 2020 2:00 PM – 3:00 PM
Recruit Patient Representative (at least 1)	January 24, 2020
Conduct Root Cause Analysis (RCA) in QAPI to identity barriers to referral/underutilization of services and devise plan to address barriers • Please invite Patient Representative to participate in the RCA • RCA will be submitted to the Network. RCA template/link to be provided	January 27, 2020
Submit RCA to the Network (template/link to be provided)	January 31, 2020
Launch Plan to address identified barriers • Display *ARC* poster in visible area easily seen by patients/family • Incorporate *ARC* framework and Patient Questionnaire in the engagement, screening, and referral process (See *ARC* Toolkit) • Identify and highlight patients with work/school experience while on dialysis and/or having experience accessing VR/EN services • Iteratively test plan/interventions, modifying plan as needed and implementing parts of the plan that yield success • Put a plan in place to sustain the "gains"	February 3, 2020
Complete *ENGAGE* exercise to assist with strengthening patient engagement: *https://www.qirn5.org/Ongoing-Projects/Patient-Engagement/Resources-Webinars.aspx*	February 28, 2020
Validate Patient VR Status in CROWNWeb • Ensure that ALL patients screened/referred/receiving services during X reporting month have an accurate status in CROWNWeb	Last day of the month *(Beginning February 28, 2020)*
Report Monthly Activities (reporting link to be provided)	5th of each month *(Beginning March 5, 2020)*
Identify and Collaborate with local ENs to • Obtain educational/engagement resources for staff and patients • Learn about the referral process • Host lobby/education days, resource fairs, etc.	April 10, 2020
Register for LAN Webinars	Dates TBD
Join Network "Coaching" Calls/Webinars	Dates TBD

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GAINFUL EMPLOYMENT QIA GLOSSARY

(in alphabetical order)

Acryonym or Term	Description
CfC	**Conditions for Coverage** - *Federal regulations put forth by CMS that are the minimum health and safety rules that all Medicare and Medicaid participating dialysis facilities must meet*
CMS	**Centers for Medicare & Medicaid Services**
CW	**CROWNWeb** - *A web-based data-collection system that allow Medicare-certified dialysis facilities to submit facility and patient data to CMS*
EN	**Employment Network**
ENGAGE	*A patient engagement framework that focuses on engagement at the patient-, facility-, and governance-level*
Facility Patient Representative	*A past or current dialysis patient or family member of a patient who will act as a link between patients and facility staff*
LAN	**Learning and Action Network**
Patient Engagement	*A combination of patient knowledge, skills, ability and willingness to manage his/her own health and care*
PDSA	**Plan, Do, Study, Act**
PHFPQ	**Population Health Focused Pilot QIA**
QIA	**Quality Improvement Activity**
QAPI	**Quality Assurance and Performance Improvement**
RCA	**Root Cause Analysis**
SSDI	**Social Security Disability Insurance** - *Provides benefits to disabled or blind persons who are "insured" by workers' contributions to the Social Security trust fund*
SSI	**Supplemental Security Income** – *A program that makes cash assistance payments to aged, blind, and disabled persons who have limited income and resources*
Ticket to Work	*A free and voluntary Social Security program that supports career development for SSDI beneficiaries age 18 through 64 who want to work*
TWP	**Trial Work Period**
VR	**Vocational Rehabilitation**