



# Transplant Quality Improvement Activity

## Network 4 Focus Facilities

### Kick-Off Presentation



# OBJECTIVE

- Background Information
- Transplant Quality Improvement Activity (QIA)
- Improvement Methodology
- Facility Next Steps
- Resources Toolkit



# Background Information



# Background

The Centers for Medicare & Medicaid Services (CMS) has set a 5-year goal to improve the health of all people in the United States living with End Stage Renal Disease (ESRD)

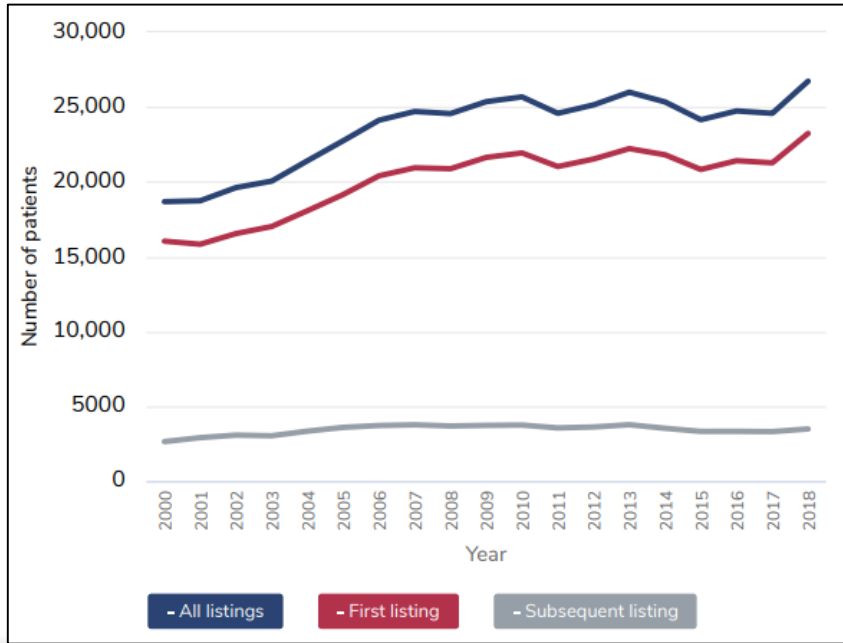
- **Home Dialysis** – By the year 2023, increase the number of ESRD patients dialyzing at home to **16%** from the 2016 national average of **12%**
- **Transplant** – By the year 2023, increase the percentage of ESRD patients on the transplant waitlist to **30%** from the 2016 national average of **18.5%**.
- **Executive Order on Advancing American Kidney Health**  
*By 2025 – Support all the goals and initiatives detailed in the Executive Order especially the goal to improve kidney health by having 80% of new ESRD patients either receiving dialysis at home or receiving a transplant.*

<https://aspe.hhs.gov/pdf-report/advancing-american-kidney-health>

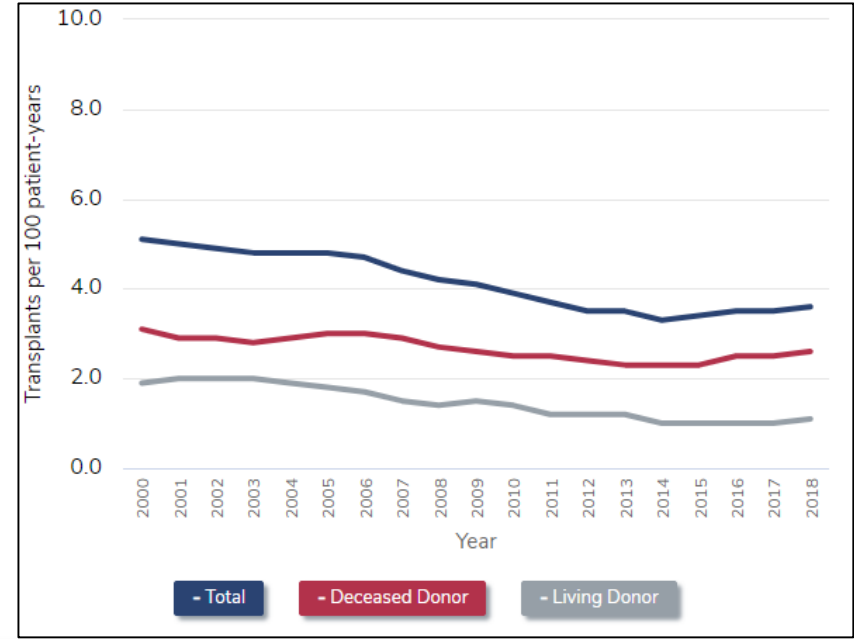


# Kidney Transplantation, 2000-2018

Number of ESRD Patients Added to the Waitlist for a Kidney Transplant, 2000-2018



Rate of Kidney Transplants in Patients Undergoing Dialysis, 2000-2018



# Transplant Quality Improvement Activity (QIA)



# 2021 Quality Improvement Activities

- Goal 1 – Improve Behavior Health Outcomes
- Goal 2 – Improve Patient Safety and Reduce Harm
  - Decrease hemodialysis catheter infection rate in patients receiving home dialysis at nursing homes
  - Decrease peritonitis in patients receiving home dialysis at nursing homes
- **Goal 3 – Improve Care in High Cost/Complex Chronic Conditions**
  - Home Dialysis
  - **Transplant**
  - Vaccination - COVID-19, Influenza, and Pneumococcal
- Goal 4 – Reduce Hospital Admissions, Readmissions, and Outpatient Emergency Visits
- Goal 5 – Improve Nursing Home Care in Low-Performing Providers
  - Decrease rate of patients receiving dialysis at nursing homes being given a blood transfusion
- **Patient Engagement**



# Five Year CMS Goals

## Transplant QIA (Goal 3)

- 20% increase in the number of patients added to a kidney transplant waiting list
- 30% increase in the number of patients receiving a kidney transplant





# Transplant QIA

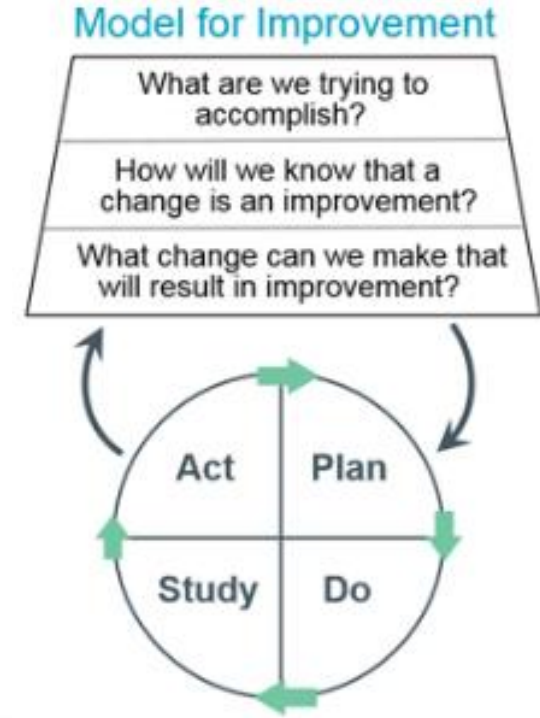
- Number of Focus Facilities: 117
- Project Time Frame:
  - June 1, 2021 through April 30, 2022
- Facility Goal:
  - Waitlist: increase by at least 1 patient from what you did in 2020 (e.g. 2020 Baseline=10 to 2021 Goal=11)
  - Transplant: increase by at least 1 patient from what you did in 2020
  - QAPI – include patients in QAPI meetings
  - Life Plan – assist patients with completing a life plan
  - Peer Mentor – identify patients to serve as mentors and mentees
- Baseline: Transplant data from UNOS
- Baseline: QAPI, Life Plan, Peer Mentor are self-reported



# Improvement Methodology

# Improvement Methodology

- Institute for Healthcare Improvement (IHI) methodology for improvement
- Standard for healthcare industry



# Quality Improvement Videos

Quality Improvement in Healthcare

[Quality Improvement in Healthcare \(11 Minutes\)](#)

Root Cause Analysis – Process to Identify Areas for Quality Improvement

[What is a Fishbone Diagram? \(3 Minutes\)](#)

[Root Cause Analysis: 5 Whys \(5 Minutes\)](#)

PDSA Cycles – Process to Achieve Quality Improvement

[Plan-Do-Study-Act \(PDSA\) Cycle \(6 Minutes\)](#)



# Initial Root Cause Analysis (RCA)

- Remember as you complete your **initial RCA** (*Note: Do not need to submit to the Network*)
  - Every Process is completely designed for the results it gets
- Get your team together
  - People familiar with the process
  - People who touch the process
  - Include your patient representative
- Use tools to help you discover your root causes!
  - Fishbone Diagram
  - Ask “5 Whys”



# Facility Next Steps

# Focus Facility Next Steps

- **Step 1:** Complete a one-time online *Enrollment Acknowledgement Form*
- **Step 2:** Implement a monthly mitigation plan to address an identified barrier(s)
- **Step 3:** Complete online monthly reporting forms for the barrier and mitigation strategies in Step 2
- **Step 4:** Complete an online RCA



# Step 1

Complete a one-time online *Enrollment Acknowledgement Form*

- Focus facility must complete a one-time online Enrollment Acknowledgement Form
- **Due by October 29, 2021**
- Use the link below to submit Step 1

[Transplant Project Enrollment Acknowledge Form](#)





# Step 2

Implement a monthly mitigation plan to address identified barrier(s)

- Focus facility must implement a **monthly** mitigation plan to address an identified barrier(s)
- See Network Resource Toolkit (slide 26) for intervention ideas
- May use provider resources
- Report barrier and mitigation strategies in Step 3



# Focus Facility Next Steps

## Patient engagement interventions that **MUST** be included in Step 2:

- Include patients in the QAPI meetings and/or incorporate the patient's voice
- Assist patients in completing a Life Plan which can be used to develop a plan of care
- Recruit peer mentors and mentees
- Monthly reporting: please note, this is a separate report
- Additional information for your review as needed:
  - QAPI: <https://www.youtube.com/watch?v=91QM2c5nJwE>
  - Peer Mentoring: <https://youtu.be/8Llex1EUshw>
  - Life Plan: <https://youtu.be/1IIPCURk3RE> (English) or <https://youtu.be/L0irbHg6lm4> (Spanish)



# Focus Facility Next Steps

## Other interventions during Step 2, may include:

- Awareness of social determinants of health (SDOH) for access to transplant
  - Recommendation: complete the SDOH course, 1 Free CEU
- Continue to perform depression screening according to your facility protocol

[Social Determinants Module](#)



# Step 3

## Complete monthly reporting for the barrier and mitigation strategies in Step 2

- Focus facility must complete a monthly online **Status Check Form** for the barrier and mitigation strategies completed in Step 2
- Focus facility must complete **a separate monthly online report** for patient engagement activities (QAPI, Life Plan, Peer Mentoring, etc.)  
(Use “other” located under Plan of Care to report for Life Plan activities)



# Focus Facility Next Step

Complete monthly reporting for the barrier and mitigation strategies in Step 2

- Due on the last business day (Mon-Fri) of each month
- Use the links below to report:

[Monthly Status Check Form Reporting Link](#)

[QAPI, Life Plan, Peer Mentoring Reporting Link](#)



# Step 4

## Complete an online RCA

- Any facility not sustaining improvement will be required to complete an online root cause analysis (RCA)
- Project lead will provide reporting link as needed



# Other Items

## **QAPI, Life Plan, Peer Mentoring Requirements**

- Initial Assessment – Completed in July
- Mid-Assessment – December
- Final Assessment – March

Project lead will email the link



# Other Items

## **As needed:**

- Network project lead will contact facility to provide technical assistance throughout the project period
- Network project lead will provide other resources (i.e. webinars, campaigns, literature, etc.)





# Resource Toolkit

# Transplant Intervention Toolkit

## [Transplant Toolkit Resources](#)

### Toolkit

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Quality Improvement Videos</li><li>• Network 4 Patient Advocate Program</li><li>• Network 4 Transplant Centers List</li><li>• Transplant Education Poster Board</li><li>• Living Donation Resources</li><li>• Talk About Transplant: A Pocket Guide for Providers</li><li>• The Road to Transplant brochure (English &amp; Spanish)</li><li>• Getting to Know Your Transplant Team brochure</li></ul> | <ul style="list-style-type: none"><li>• Understanding Challenges: A Guide to Understanding the Challenges of a Kidney Transplant Evaluation &amp; Workup brochure</li><li>• Transplant Evaluation: What to Expect brochure</li><li>• Transplant Change Package</li><li>• 5-Diamond Patient Safety Program Transplant Module</li><li>• National Coordinating Center (NCC) Peer Mentor Program</li><li>• Social Determinants of Health Module</li></ul> |
|---|---|



# Resource Highlight

## Network 4 Patient Advocate Program

- Goal is to build a pipeline of patients helping patients.
- Partner with Network 4 patient advocates to host education virtual lobby days and/or one-to-one patient mentoring

Let's meet the Network 4 Patient Advocates



Diana Headlee-Bell



Timmy Nelson

[Peer-to-Peer Brochure](#)

# Resource Highlight: Transplant Education Poster Board

## PATIENT VOICES: MY KIDNEY TRANSPLANT EXPERIENCE

Click on the speaker icon (🔊) to hear each testimony.



### DID YOU KNOW?



Studies show that patients who have **successful kidney transplant live longer than patients treated with dialysis**. Patients also report **better quality of life** after transplant.\*

\*Source: Torreal, M, et al., (2013). Systematic review: Kidney transplantation compared with dialysis in clinically relevant outcomes. American Journal of Transplantation, 13(2009-2108). <https://doi.org/10.1111/ajtr.12306>



**Is a Kidney Transplant Right for Me?** is a toolkit created by patients for patients considering transplant.



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Renal Network 4

# Resource Highlight

## National Coordinating Center (NCC) Peer Mentor Program

- Do you have patients interested in becoming a patient peer mentor?
- Structured program on training patients to become peer mentors in the facility
- Contact [dknight@qualityinsights.org](mailto:dknight@qualityinsights.org) for more information

### **What Do I Need to Do to Become a Peer Mentor?**

- Must have been on dialysis for one year or more with at least 6 months of your treatment done in-center.
- Complete application and meet additional criteria to become a peer mentor.
- Willing to complete four Peer Mentoring courses.
- Attend a Peer Mentoring Program Orientation.
- Ability to set aside time to meet with peer by phone or Zoom at least once a week.



# Resource Highlight

## Transplant Change Package

- Support dialysis facilities and Networks in increasing the number of patients referred to transplant centers, evaluated for kidney transplantation, and placed on transplant waitlists
- Actionable change ideas



# Resource Highlight



- **Your Healthcare Team** - Members of your healthcare team may include your family doctor, a specialist or your primary care provider. These people can help coordinate medical care with your transplant team.
- **Pharmacist** - If your transplant team has a pharmacist, he or she will review your medications with you, make sure you and the members of your healthcare team know what you are taking, and help make sure that you have all of your prescriptions.
- **Dietitian** - This expert in nutrition will help you plan the kinds and amounts of foods to eat. He or she will help you choose foods based on your current health, other medical conditions and blood test results.


  
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Kulpsville, PA 19443  
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610-783-0374 (fax)  
www.qirn4.org

To file a grievance, please contact Quality Insights Renal Network 4. This material was adapted from the ESRD National Coordinating Center by Quality Insights Renal Network 4 under contract with the Centers for Medicare & Medicaid Services (CMS). The contents do not necessarily reflect CMS policy. Publication No. ESRD-031027B

## Getting to Know YOUR KIDNEY TRANSPLANT TEAM

  
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## Getting to Know Your Transplant Team



### YOUR EVALUATION

Although transplant center guidelines vary, you can expect the following at every center:

- **Compatibility tests.** Includes:
  - Blood typing. It is best to get a kidney from a donor whose blood type is compatible with yours.
  - Tissue typing. A good tissue match means it's less likely that your body will reject the donor's kidney.
  - Crossmatching. This makes sure that you don't have existing antibodies to a donor.
- **Medical and surgical history.** This includes past illnesses, surgeries, treatments and your family's medical history.
- **Physical exam.** This makes sure you are healthy enough for transplant surgery.
- **Psychosocial exam.** This makes sure you are emotionally prepared for the surgery, post-transplant care and for living with a new kidney.


### AFTER YOUR EVALUATION

The transplant team will review the results of your tests, discuss any concerns, and decide if you are a suitable candidate for kidney transplant. The transplant coordinator will contact you to let you know if the team recommends you for a kidney transplant. If you don't qualify, your healthcare team will help you explore other treatment options, including being evaluated by a different transplant program.

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## KIDNEY TRANSPLANT EVALUATION: What to Expect

  
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## Kidney Transplant Evaluation: What to Expect



# Thank You!

## Questions?

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For technical assistance related to QAPI, Life Plan, Peer Mentoring

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