

Quality Insights Renal Network 4

**AIM 2: Innovation Project
Improve Transplant Referrals**

April 8, 2015

10:00 AM

Aim 2: Improve Transplant Referrals

Quality Insights Renal Network 4 (QIRN 4), under the direction of the Centers for Medicare & Medicaid Services (CMS), is to assist dialysis and transplant facilities in improving the quality of care they provide to End Stage Renal Disease (ESRD) patients.

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- The Network role in this project:
 - Identify the baseline and the disparity
 - Continue to examine ongoing transplant referral rates
 - Assist facilities to achieve CMS's goal in this project

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- **Goal for this project:**

- Move towards achieving and sustaining a minimum 50% transplant referral rate for eligible patients
- Decrease the Identified **Female** Disparity
 - **Focus on Females**
 - For every new male patient referred, **DOUBLE** the number of new **female** referrals
- Achieve Individual Facility Goal (15% total referral rate increase from the baseline)

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Facility Selection Criteria

Random selection of facilities with equal numbers of male and female patients

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- **Current Network 4 baseline:**
 - Analysis of data from Network 4 Sample Size Facilities

NW 4 Overall Referral Rate	Numerator	Denominator	Rate
	205	450	45.56%

Note: Calculated from referral data gathered from Network 4 facilities

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- Disparity assessed in the following order:
 1. Race (African American vs. White)
 2. Ethnicity (Hispanic vs. Non-Hispanic)
 3. Facility Location (Urban vs. Rural)
 4. Gender (Male vs. Female)
 5. Age (Younger than Age 65 vs. 65 and older).

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- **Baseline:**

Gender Disparity

Age Category	Numerat or	Denominator	Rate
Female	71	191	37.17%
Male	134	259	51.74%

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Process improvement strategies:

- Patient Engagement
- Facility Engagement
- Promote accurate monthly reporting
- Individualized coaching calls as needed
- Provide resources
- Share best practices

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Process improvement strategies cont'd:

- Patient Engagement
 - Recruit a Female Patient Champion
 - Empower the Female Patient Champion to be a part of the improvement team
 - Recruit Female (Transplanted) Patients:
 - Share transplant patient story
 - Mentor other female patients

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Process improvement strategies cont'd:

- Facility Engagement
 - Appoint Facility Transplant Navigator
 - Facility Lead & Network Contact
 - Active Participation in Network activities

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Process improvement strategies cont'd:

- Monthly Reporting
 - Facility will be responsible for monthly reporting all patients referred for transplant
 - Network will Provide Monthly Reporting Tool
 - Fax or Email Monthly Reporting Tool by the **5th of every month**

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Process improvement strategies cont'd:

- Network will provided Individualized coaching call as need

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Process improvement strategies cont'd:

- Provide Resources
 - Data
 - Information on QIRN 4 Website and Newsletter
 - Monthly Reporting Tool
 - Educational Opportunities
 - Sharing of Best Practices

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QIRN 4's Next Step:

- Provide Facility Patient List
- Provide Monthly Reporting Tool
- Continue to provide directions on how to report transplant referrals
- Provide monthly progress/feedback report as needed
- Individualized coaching calls as needed
- Provide resources via website, newsletter, email

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Facility's Next Step:

Identify Female Patients Barriers for Referral

- Network will **Fax** patient list
- Review patient list (include all current patients not on the list)
- Refer FEMALE patients
- Any FEMALE patient not referred – list reason(s)
- **FAX** to Network by **May 5, 2015**

Do Not Email Patient Information

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Facility's Next Step cont'd:

- Recruit a Female Patient Champion
- Recruit transplanted female patient story
 - Story due by **June 5, 2015**
- Start Monthly Reporting for April
 - Monthly Reporting for April due by **May 5, 2015**
 - Include name and contact info for the Transplant Navigator due by **May 5, 2015**

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Looking ahead:

- “Female Friendly” Transplant Referral Tool Packet
- Partner with Transplant Centers
 - Schedule Lobby Days for
 - July
 - August

Questions?

- Kou Kha-Moua, Quality Improvement Director
610-265-2418, ext. 2820 kkha-moua@nw4.esrd.net
- Jeannette Shrift, Quality Improvement Coordinator
610-265-2418, ext. 2821 jshrift@nw4.esrd.net

Fax: 610.783.0374 | Web: www.qirn4.org