

EQRS & Data Quality Measures Training for Dialysis Providers

Hosted by the Midwest Kidney Network Data Team
November 11, 2021, at 1:00pm CT

Housekeeping

- All lines are placed on mute automatically.
 - You may manually un-mute yourself to speak or use the chat feature to ask questions.
- This training is being recorded for educational purposes.
- You will be emailed a two-question survey following this training. Your feedback is appreciated.

Icebreaker: Poll Question #1

- What is your favorite side dish at Thanksgiving?
 - Mashed potatoes
 - Green bean casserole
 - Stuffing
 - Cranberries

Midwest Kidney Network's Data Team

Anna Freed

Operations Director
& Data Manager

Phone: (651) 644-9877 ext. 101

Please contact Anna for:

- Questions about the ESRD Program
- Emergency preparedness/facility operational status
- Network reports and publications
- Network operations, role, and resources



Kristen Ward

Quality Improvement
Systems Specialist

Phone: (651) 644-9877 ext. 108

Please contact Kristen for:

- Clinical & Depression Screening data entry in EQRS
- National Healthcare Safety Network (NHSN)
- Quality Incentive Program (QIP)
- Dialysis Facility Reports (DFRs), Dialysis Facility Compare, and Master Account Holders



Alli Bailey

Health Information Specialist

Phone: (651) 644-9877 ext. 103

Please contact Alli for:

- EQRS support, issues, or questions
- 5-Diamond Patient Safety Program
- Assistance with opening a new dialysis facility or closing an existing dialysis facility or transplant unit

Alli covers dialysis facilities & transplant units in: Minnesota, North Dakota, South Dakota, and Wisconsin.



Aletha Duncan

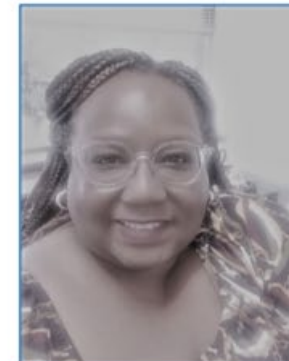
Health Information Specialist

Phone: (651) 644-9877 ext. 104

Please contact Aletha for:

- EQRS support, issues, or questions
- Assistance with opening a new dialysis facility or closing an existing dialysis facility or transplant unit

Aletha covers dialysis facilities & transplant units in: Michigan.



Why contact Midwest Kidney Network?

- Midwest Kidney Network strives to provide a supportive and educational environment for all. We are not punitive and can work with facilities to mitigate barriers that prevent successful patient or data entry in EQRS.
- We can track & advance systemic EQRS issues to CMS or to Corporate Organizations (such as Fresenius or DaVita).
- We encourage all EQRS Users to call the Midwest Kidney Network Data Team with any issues or concerns.

Overview of Data Quality Measures for Midwest Kidney Network

CMS aims to improve the accuracy of data in EQRS. Specifically, ESRD Networks are tasked with making the following improvements by April 2022:

- **2% increase** in the rate of patient admission records from dialysis facilities entered within 5 days.
- **2% increase** in the rate of initial CMS-2728 forms submitted from dialysis facilities within 45 days of the date of admission.
- **2% increase** in the rate of CMS-2746 forms submitted from dialysis facilities within 14 days of the date of death.

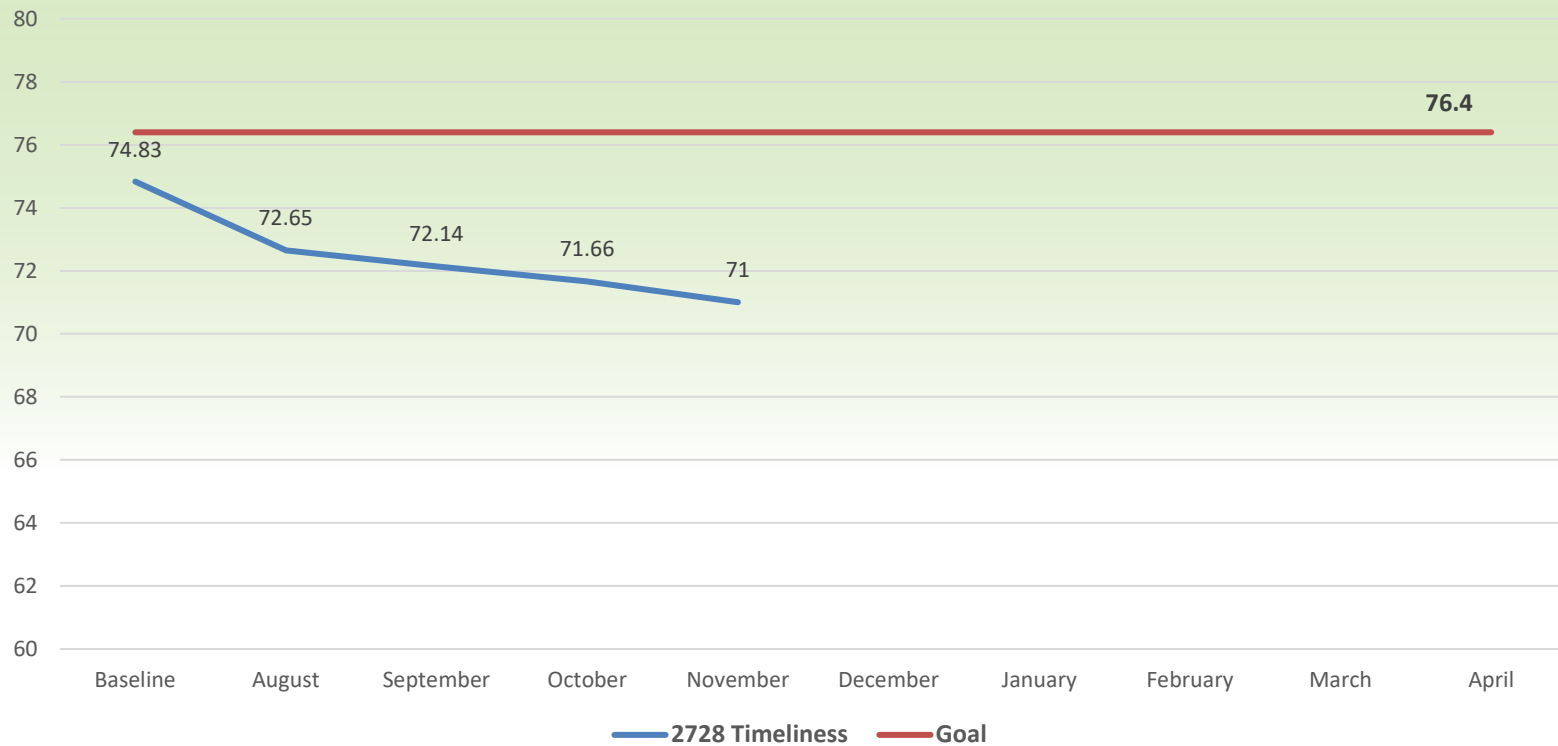
Overview of Data Quality Measures for Midwest Kidney Network

Rate of patient admission records from dialysis facilities entered within 5 days, facilities in Midwest Kidney Network Region



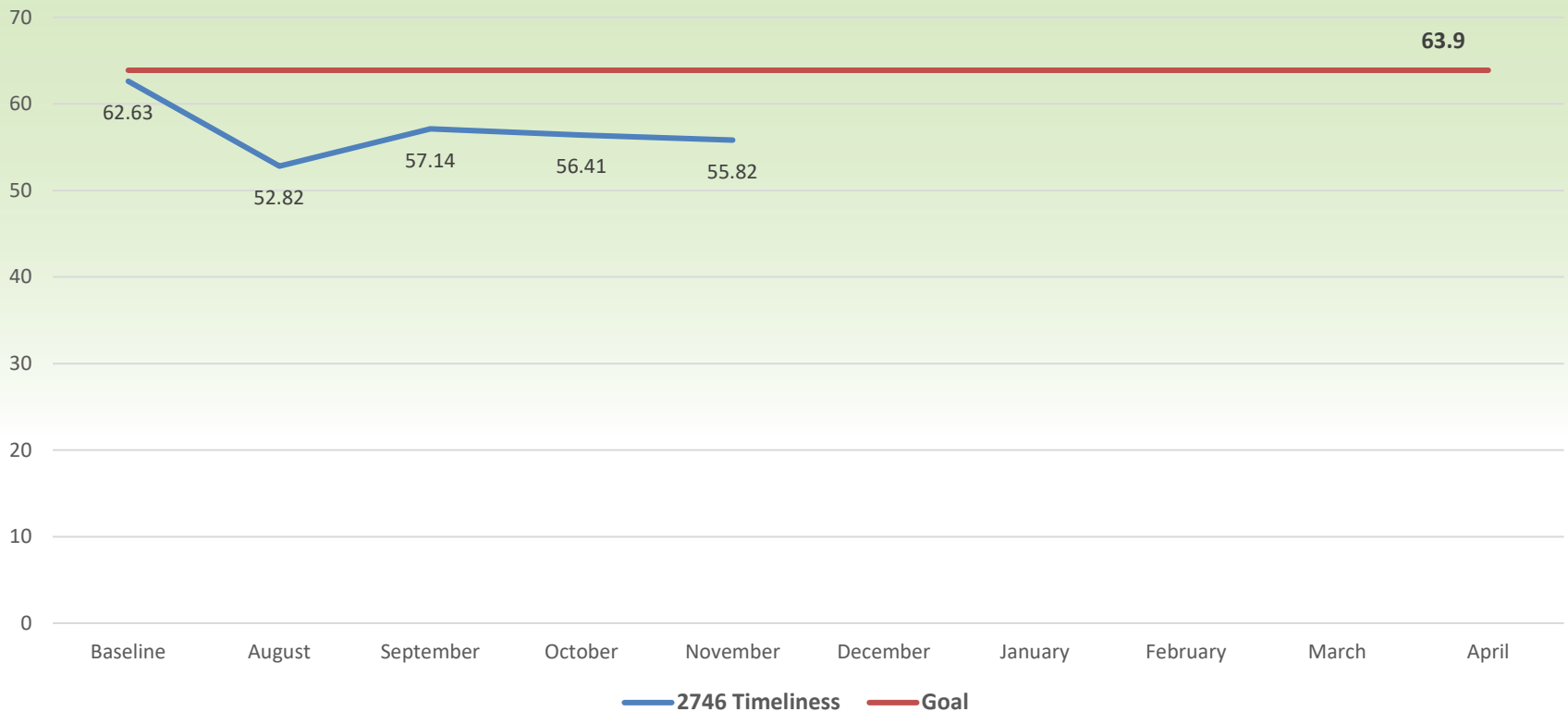
Overview of Data Quality Measures for Midwest Kidney Network

2728 Timeliness - Facilities in ESRD Network 11 Region



Overview of Data Quality Measures for Midwest Kidney Network

2746 Timeliness - Facilities in ESRD Network 11 Region



Common EQRS Issues

- Patient Demographics: Blank City & County
 - Re-type the patient's zip code, which will regenerate these fields.
- Duplicate Patient/Near Match Error
 - EQRS Users should reach out to the Network for resolution.
- Loss of Scope
 - The facility will lose scope over a patient's record when a patient transfers out or it has been 90 days since the patient's death.
- Manual Patient Admissions
 - Fresenius & DaVita do not want EQRS Users manually admitting patients, please call the Network for support.

EQRS Patient Admissions



Survey Question: What successful actions do you take to ensure patients are admitted in EQRS within 5 days?

62% of facilities allow the patient admission to batch over to EQRS.



Survey Question: What barriers exist that prevent a patient from being admitted in EQRS within 5 days?

61% of facilities report the patient admission event does not batch over to EQRS.

EQRS Patient Admissions

Issue: Patient admission won't "batch" to EQRS.

Please work with Midwest Kidney Network or your Corporate IT to see if a patient is missing one of six *matching* identifiers needed for batch to occur:

- First Name
- Last Name
- Date of Birth
- Gender
- Social Security Number
- Medicare Beneficiary Identifier

EQRS Patient Admissions

Why is it important that patients be admitted within 5 days of their start date?

1. The required 2728 form will not generate for a new patient and risks being submitted late.
2. Clinical Data will be missing if a patient is not admitted in that clinical month, which can impact a facility's QIP score.
3. Data integrity for the Annual CMS 2744 Form.

Best Practice Tip: Review & compare your EQRS Patient Roster Report at least monthly.

EQRS Patient Admissions: Patient Roster Report Review

1. Go to Reports in EQRS and select Patient Roster Report.



The screenshot shows the EQRS Reports page. The top navigation bar is dark blue with the EQRS logo on the left and links for Dashboard, Facilities (with a dropdown arrow), Patients (with a dropdown arrow), and Reports. On the right of the navigation bar is a yellow button labeled "Change organization" with a dropdown arrow. Below the navigation bar, the main content area has a white background. On the left, there is a sidebar with two buttons: "Reports" (highlighted with a blue bar) and "My Reports". The main content area features the heading "Welcome to EQRS Reports" with a "Help" link to the right. Below the heading, there are two report options: "Patient Events Report" with a description "This report identifies all patient events in EQRS." and "Patient Roster Report" with a description "The Patient Roster Report allows users to run and print a report which includes all patients present at the selected facility(ies) within the user scope as of a specific date."

EQRS Patient Admissions: Patient Roster Report

2. Enter the required criteria parameters for your report.

Patient Roster Report

[Help](#)

Criteria Selection

The Patient Roster Report will report a list of the patients admitted to the selected facility(ies), as of the date specified.

Patient Roster as of :*

Month Day Year

*Network Selection

*Search Facility Name, Facility CCN or Dialysis Organization
 Select all facilities

*Sort Order
 Patient Name
 EQRS Patient ID
 Admit Date
 Treatment Setting
 Treatment Type

Specify the order for your report in the Sort Order list

*Export As:

EQRS Patient Admissions: Patient Roster Report

3. Compare the EQRS Patient Roster Report to your internal facility patient roster.
4. Verify the Admit Date and Reason are correct.
5. Verify the Treatment Start Date, Type, and Setting are correct.

	A	G	H	AD	AE	AG	AH	AI
1	Network 11							
2	Patient Roster Report As of: 11/04/2021							
3	Report Run Date: 11/04/2021							
4	CCN	Last Name	First Name	Admit Date	Admit Reason	Treatment Start Date	Primary Type of Treatment	Primary Dialysis Setting
5	523505	MOUSE	MICKEY	11/15/2016	Transfer In	07/01/2021	Hemodialysis	Dialysis Facility/Center
6	523505	DUCK	DONALD	07/20/2017	Transfer In	05/25/2020	Hemodialysis	Dialysis Facility/Center
7	523505	MOUSE	MINNIE	09/16/2019	Transfer In	09/16/2019	Hemodialysis	Dialysis Facility/Center
8	523505	SMITH	JOHN	06/22/2021	Transfer In	06/22/2021	Hemodialysis	Dialysis Facility/Center
10	523505	SMITH	JANE	01/23/2020	New ESRD Patient	01/23/2020	Hemodialysis	Dialysis Facility/Center

Poll Question #2

- Do you use the facility's EQRS Dashboard to keep you on track with 2728 & 2746 form submissions?
 - Yes
 - No
 - I don't know how to find my facility's Dashboard.

CMS 2728 Forms



Survey Question: What successful actions do you take to ensure a patient's 2728 form is submitted in EQRS within 45 days of their start date?

48% of facilities ensure the physician knows a new 2728 requires their attention.



Survey Question: What barriers exist that prevent a 2728 form from being submitted in EQRS within 45 days of their start date?

52% of facilities report that the physician is unable to sign in 45 days.

CMS 2728 Forms

- Common reasons why a 2728 cannot be submitted on time:
 - Missing signatures; patient and/or physician
 - Patient refuses to sign
 - Physician only rounds at the facility once per month
 - Lab dates with 45 days
 - Incorrect ICD-10 codes
 - Discrepant or missing patient information

CMS 2728 Forms

Why is it important that 2728 forms be submitted within 45 days of the start date?

1. A 2728 form that has not been submitted can keep a patient from receiving correct benefits/insurance coverage.
2. A patient may not be placed on the transplant waitlist if there is not a 2728 on file.
3. A patient may have difficulty changing modalities, traveling, or transferring facilities.

CMS 2728 Forms

- **Best Practice Tips**

- Work with your physicians, know their rounding schedules, and have the 2728 ready in advance.
 - Ensure the physician is using an ICD-10 Code List.
 - Provide your physician with the 2728 and a blue pen at their monthly patient rounds.
- Fully explain the 2728 to all patients, so they understand why and what they are signing.
- Ensure you have complete medical records when admitting a patient to your facility.

CMS 2746 Forms



Survey Question: What successful actions do you take to ensure a patient's 2746 form is submitted in EQRS within 14 days of their death?

66% of facilities complete the 2746 as soon as they receive notification of the death.



Survey Question: What barriers exist that prevent a 2746 form from being submitted in EQRS within 14 days of their death?

38% of facilities report they are unable to obtain supporting medical records/cause of death.

CMS 2746 Forms

- Common reasons why a 2746 cannot be submitted on time:
 - The physician does not know the cause of death.
 - Cannot obtain supporting medical records.
 - The facility may be waiting on autopsy results.
- Why is it important that the 2746 form be completed within 14 days of death?
 - Data integrity of the EQRS Database

CMS 2746 Forms

- **Best Practice Tips**

- Work with the physician to obtain a cause & date of death.
- Work with the hospital staff or medical examiner to obtain a cause & date of death.
- Complete the 2746 form using the best information available given the circumstances.

Questions?

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**Please do not email patient information to
Midwest Kidney Network!**