

CREATING A CULTURE OF QUALITY

WEBINAR #2 ~ OCTOBER 19, 2016

THE PROVIDER PERSPECTIVE:

What do we learn from patient experience of care surveys? Can we do better?

QUESTIONS & ANSWERS DOCUMENT

The Q&A below represents general questions to the presenters.

Questions were answered by the webinar co-chairs and webinar presenters.

Questions to CMS will be answered by CMS.

General Questions	
Could someone give a location source to see all the participants who say these surveys have helped improve? This survey has been brought in by the patients with the comment of ridiculous.	All ESRD Networks are doing CAHPS intervention projects. Your local ESRD Network should be able to share their results with you. The Forum website (esrdnetworks.org) has contact information for your Network. ESRD Network 14 did a webinar in 2013 about ICH CAHPS that describes a case study done in 2012. Scroll down to slide 31 for the case study. http://www.esrdnetwork.org/sites/default/files/content/pdf/QIP/Quality%20Incentive%20Program/ICH%20CAHPS%20Resource%20Matrix/Network%2014 ICH CAHPS Resource Matrix.pdf .
Are the CAHPS surveys only used for ESRD pts or are there other versions for hospital pts, etc...?	ICH CAHPS is unique for in-center hemodialysis. Other CAHPS surveys include hospitals, skilled nursing facilities, fee for service Medicare insurers, hospice, adult Medicaid and other providers. Surveys are designed specifically for the type of provider. See www.AHRQ.gov (Agency for Healthcare Research and Quality) for a section about all the different CAHPS surveys.
Will social workers and dietitians ever be separated out from the questions about Staff?	We do not have anyone from CMS speaking today. We forwarded that question to them previously and will do so again.
We have a problem regarding the question to patients about waiting more than 15 minutes. Our patients have specific appointment times and are rarely if ever are put on the machine late. The patients do however come in sometimes 45 min early. Would you consider rewording the question to "are you called in within 15 minutes of your appointment time?"	We will forward this suggestion to CMS.

General Questions	
Many in-center hemodialysis patients do not dialyze in an enlightened, engaged environment such as the one that was presented today. How can this be addressed?	<p><u>Susan</u>: That is tough. Talk to the clinic leadership and the nephrologist. Bring the suggestions to the leadership. Sometimes people just don't know what to do.</p> <p><u>Derek</u>: download some of the slides from the webinar and take them in to your facility.</p> <p><u>Julie and Patty</u>: Patients are engaged with each other in the waiting room. Initiate a conversation with those patients. Have a patient spokesperson talk to the clinic manager.</p>
How do you prevent HIPPA violations doing POC chairside?	We'll forward this question to Julie and Patty.
Do you agree with individual Facebook friendship between staff and patients? What is the recommended policy?	We will ask Julie and Patty about the policies in their facilities.
How does your clinic address the privacy of patients on a Facebook page?	We will forward this question to Julie and Patty
What is the CAHPS website to access the CAHPS Improvement Guide?	<p>CAHPS improvement guide (160 pages): https://www.unicarestatplan.com/pdf/4.6G CAHPS Improvement Guide 10-7-2013.pdf</p> <p>For more specific guidance for ICH CAHPS, look at the ESRD Network 14 site that references specific online resources that correspond to each question in ICH CAHPS. http://www.esrdnetwork.org/sites/default/files/content/pdf/QIP/Quality%20Incentive%20Program/ICH%20CAHPS%20Resource%20Matrix/Network%202014 ICH CAHPS Resource Matrix.pdf.</p>
I work in an urban environment with a lot of younger patients. They have a hard time getting into games and prizes because they feel that they are "like elementary school". Any options that work for a little bit of a harder crowd?	<p>Suggestions from audience members:</p> <ul style="list-style-type: none"> • Try sports themes • For the younger crowd - football, basketball. We put a small basketball hoop in our clinic with a soft sponge ball, they earn chances to shoot baskets • I had a patient support group that was actually a social group -they planned the annual clinic-wide picnic. Patients from different shifts met each other. • Contact the Network to facilitate patient and family centered engagement <p><u>Patty and Julie</u>: They have a Facebook page. A lot of education is posted on the Facebook page. Younger patients like texting rather than phone calls; the facilities have a confidential text phone. Younger patients are much more engaged.</p> <p><u>Derek</u>: look at patient's life goals.</p> <p><u>Susan</u>: That is the perfect example of the benefit of doing interviews or having a focus group to find out what would be helpful.</p>

General Questions	
I work in a 36-chair unit, how I can engage such a large group. And what about a way to get our patient surveys to be much larger print. I write this every year as a request, so many of our patients have sight issues.	<p>We will forward the question about engaging a large group to Julie and Patty.</p> <p>We will forward the comment about the need for larger print to CMS. You might also contact the vendor that your facility/dialysis organization uses since the vendor is responsible for the written survey.</p>
Comment	The website I Hate Dialysis.com has the best t shirts!
Handouts, Slides, References, Surveys	
	<p>The tools and resources referenced by the presenters are available for download at the Forum website. http://esrdnetworks.org/education/quality-conference/quality-conference-2016-2017</p> <p>They includes the Bluebird Survey (patient survey), the references on the slides, the Lobby Days, the Phosphorus binder display, the "Ask the Doctor" questionnaire.</p> <p>The ICH CAHPS survey is available at: https://ichcahps.org/Portals/0/ICH_Composites_English.pdf</p>
The facility in which I work has many doctors (about 21), the majority of whom do not visit patients often at all (less than once a month in-center). Any suggestions for engaging the MDs in the patients' care?	<p>We suggest a conversation with the Medical Director about his/her role and responsibilities as outlined in the 2008 Conditions for Coverage. https://www.cms.gov/Regulations-and-Guidance/Legislation/CFCsAndCoPs/Downloads/ESRDfinalrule0415.pdf</p> <p>The Forum of ESRD Networks Medical Director Toolkit provides guidance for Medical Directors. http://esrdnetworks.org/resources/toolkits/mac-toolkits-1/medical-director-toolkit</p> <p>We will also forward this question to Susan, Julie and Patty.</p>
Can you send out the example of patient survey for comments?	<p>ICH CAHPS survey: https://ichcahps.org/Portals/0/ICH_Composites_English.pdf</p> <p>A copy of the Comment Card referenced by presenter Susan Edgman-Levitan is available for download at the Forum website: http://esrdnetworks.org/education/quality-conference/quality-conference-2016-2017/webinar-2-slides-recording-q-a-document-additional-resources</p>