



# Supporting Gainful Employment QIA

January 7, 2020



# Project Outline

- Review of the Project and Improvement Goals
- Method on How to Improve
- Next steps

# Why the effort to get ESRD patients back to work?

- Employment is directly related to:
  - Increasing self worth
  - Increasing financial stability
  - Reducing symptoms of depression
- High unemployment rates in any community create enormous economic burden on society as a whole

# 2020 ESRD Network 3 Statement of Work

- PHFPQ Project:
  - The Network's activities shall focus on improving the quality of care and access to ESRD care through a Population Health Focused Pilot QIA (PHFPQ)
- The objective of the PHFPQ is to facilitate achievement of national quality improvement goals and support statutory requirements set forth in Section 1881 of the Social Security Act and the Omnibus Budget Reconciliation Act of 1986.

# Network 3 Population Health Focus Pilot QIA

- PHFPQ project facilities:
  - **25 Facilities**
- Time frame for project:
  - **January 1, 2020 through September 30, 2020**
- Facility goals:
  - **Improve the number of patients who are referred to VR and EN services by at least 50%**
  - **Improve the number of patients who are using VR and EN services by at least 1%**
  - **Refer patients 55-64 who are good candidates for VR or EN services**
- Facility activities:
  - **Complete an initial Root Cause Analysis (RCA) due 1/29/2020**
    - What are the root causes (barriers) at your facility preventing you from attaining these goals?
  - **Create an initial plan to improve based on your RCA due 1/29/2020**
    - Using PDSA format for rapid cycle change
  - **Report on progress of your plan (PDSA cycles) by completing Survey Methods surveys sent to your email during the project period**

# Network 3 Population Health Focus Pilot QIA

## Facility Activities Continued:

- Complete the 2020 Beyond Engagement Project  
**Yessi Cubillo, Patient Services Coordinator will be running this project and will assist your facility with completion**
- Participate on the PHFPQ Learning and Action Network (LAN)

# BEYOND ENGAGEMENT

## 2020

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The dialysis facility will establish a process to sustain year-round **engagement of at least two (2) patients**, family members and/or caregivers in the facility's Quality Assurance and Performance Improvement (QAPI) meetings as the role of Subject Matter Experts (SMEs). The interdisciplinary team will brainstorm with its selected SMEs and strategize initiatives to impact:

- I. Network and facility specific Quality Improvement Activities (QIAs).
- II. Patient, family member and caregiver involvement in the development of the individualized plan of care and/or plan of care meetings.
- III. Establishment of patient support groups, patient adjustment groups or patient councils.
- IV. Other facility relevant topics.

# BEYOND ENGAGEMENT

**2020** *Continued...*

The facility must demonstrate having effectively established an ongoing practice of integrating patient, family or caregiver SMEs by informing the Network of participation in at least three (3) QAPI meetings during 2020. SME participation must be sustained thereafter.

To Do		Page	Due	Report	Done
<i>Main Task</i>	SME QAPI Meeting Engagement	1	As SMEs participate in QAPI meetings	<i>Online</i>	<input type="checkbox"/>

This task must be completed **ONLY** when your facility has had a patient and/or family member SME participate in the facility's QAPI meeting.



# BEYOND ENGAGEMENT

**2020** *Continued...*

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## Supportive Documents

- ❑ Interdisciplinary Team Acknowledgment & Commitment of Support
- ❑ Patient/Family Member Facility Recruitment Letter
- ❑ SME Representative Registration Form
- ❑ SME Participation/Membership Policy
- ❑ Do's and Don'ts for a Productive Meeting

### Please Note

Use these documents if you need to establish a process for ongoing Recruitment/Participation of Patient and Family Member Representatives in your facility's QAPI meetings.

You **DO NOT** have to submit any of these documents to the Network.

# Vocational Rehabilitation (VR) and Employment Network (EN) Support Services for ESRD Patients

- **Group Discussion:**
  - **What do we know about Vocational Rehabilitation (VR) Services and Employment Network (EN) Services in New Jersey?**
  - **NJ DVR Office List**
  - **Social Security Ticket to Work Program**
  - **Employment Networks**

# Exclusions:

## VR and EN Referral

- Age restrictions; younger than 18
- Transient patients
- AKI patients
- Patients listed in CROWNWeb as working
- Patients listed in CROWNWeb as “not Eligible for VR”
  - Discussion: what would make a patient “not Eligible”?
    - *The person cannot benefit in terms of an employment outcome from vocational rehabilitation services due to **severity of disability** (or the impediments resulting from the disability).*

# Root Cause Analysis (RCA)

# Step One: Complete RCA

- Each facility may have different reason/s (root cause/s) for a low Vocational Rehabilitation (VR) / Employment Network (EN) referral rate and utilization rate as documented in CROWNWeb (CW)
- Determine what are the root causes at your facility for not meeting these measurements; focus your efforts to improve based on your identified root causes
- Your facility will look at your root causes resulting in:
  - Low VR/EN referral as documented in CW
  - Low VR/EN usage as documented in CW
- Four possible root cause categories/buckets:
  - Process / Facility
  - Staff related
  - Data related
  - Patient related



# List of Videos for RCA/PDSA

<http://www.ihl.org/resources/Pages/AudioandVideo/MikeEvansVideoQIHealthCare.aspx>

Introduction to Quality Improvement – 8:09 Minutes

<https://www.youtube.com/watch?v=B-M3YIA2KDg>

Drilling down on a Problem using the “5 Why” method – 2:02 Minutes

<https://www.youtube.com/watch?v=BW4qvULMJjs>

Step by step review of how to perform a RCA cause and effect analysis – 3:08 minutes

<https://www.youtube.com/watch?v=szLduqP7u-k>

What is a PDSA cycle and how to use it – 3:12 Minutes

(This is not a required video but you may choose to watch it as well)

<https://www.youtube.com/watch?v=-ceS9Ta820>

Example of PDSA cycle via the IHI 4:45 Minutes

# Completing an RCA: Tips

- Remember as you complete your RCA
  - 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
    - *Video link was given to review this*
  - Ask “5 Whys”
    - *Video link was given to review this*

# RCA –VR / EN Service Referrals AND Usage

- RCA: Stay focused on your goal
  - Looks for causes/barriers *to low VR /EN Referrals and Usage*
- When first starting, you may have team members identify the following root causes:
  - Facility
    - Lack of staff training / knowledge of VR and EN services
    - Lack of time
  - Patient
    - Lack of interest / knowledge of VR and EN services



# Fishbone Diagram

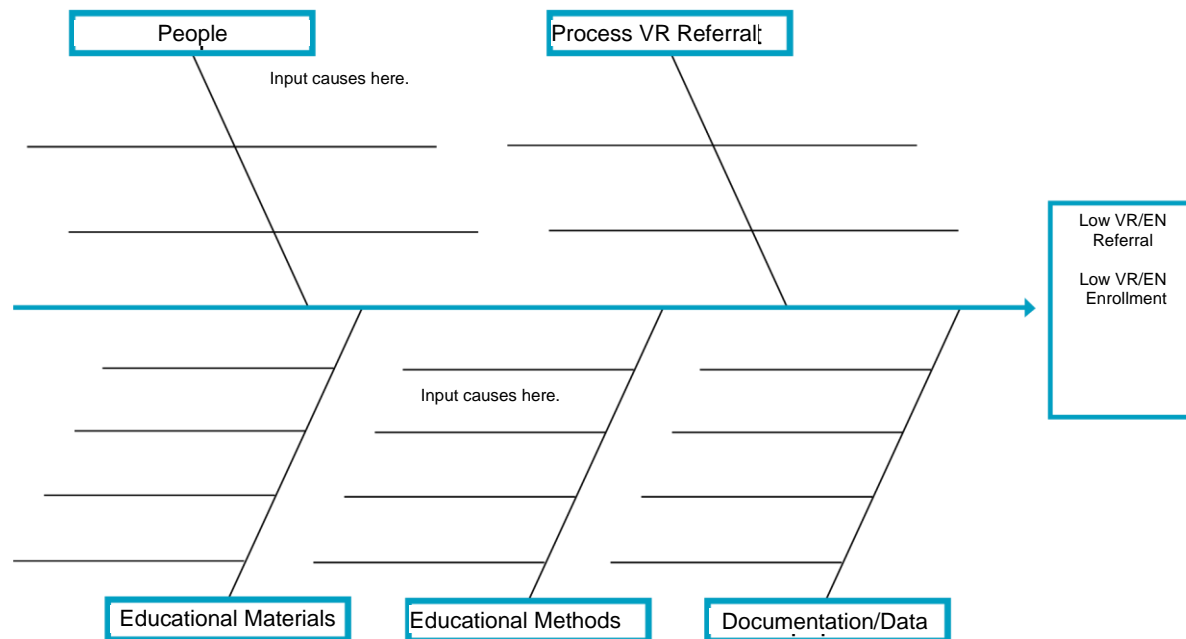
Courtesy Institute for Healthcare Improvement (IHI.org)

## Template: Cause and Effect Diagram

**Team:** IDT \_\_\_\_\_

**Project:** Vocational Rehab QIA RCA \_\_\_\_\_

- 1) Input the effect you'd like to influence.
- 2) Input categories of causes for the effect (or keep the classic five).
- 3) Input causes within each category.



# Think deeper: What are some “Process ” Root Causes and *WHY, WHY, WHY, WHY, WHY*

- Who is responsible for VR/EN Referral?
  - Does everyone involved know about this process?
  - What process do you have in place to make sure it happens?
- Who are referral contacts at the agencies you use?
  - Do they know your needs?
  - Can you reach them when you need to?
- Do all staff members know about VR/EN Referral?
  - Do they know what VR/EN is?
  - Do they know the process for making a referral?
- What is the process for follow up?
  - Who does this follow up?
  - Does the whole team know how this is achieved?



# What are some “Data” Root Causes and *WHY, WHY, WHY, WHY, WHY*

- Data in CROWNWeb is not accurate
  - Who enters it?
  - When is it entered?
  - Where is it entered?
  - Is it entered correctly?
    - Medical Record
    - Is it batched correctly
- Is there a process to ensure the data is correct?
  - Who looks at it / who performs QA on the data?
  - When do they look at it?

# Are there some “Patient” Root Causes and *WHY, WHY, WHY, WHY, WHY*

- Do patients know about VR/EN services?
  - Is there a process to help the patients get a better understanding of VR/EN services
- If a Patient refuses:
  - Do you know why?
  - Is there a trend in refusals?
  - When does the refusal occur?
    - Before they are completely aware of what VR/EN services available?
- Do you monitor these metrics and present this data at quality meetings?

# What just happened?

- We completed a Root Cause Analysis using the 5 Whys
- Use this same process with your team
  - Use the slides from this presentation
- Use the Fishbone Diagram to facilitate discussion

# Step Two

- After your discussion with your team, document the top 3 underlying issues/barriers that your team discovered.
- You and your team will build an improvement plan that makes it easy to do the right thing and hard to do the wrong thing.
  - Create an initial improvement plan based on the THREE TOP barriers identified in your RCA
- Your plan should be based on improving your PROCESS
  - Goal: to build a process that can be a hard wired = “System Redesign”

# Step Three

- Report the results recorded on your RCA worksheet
  - Use on-line reporting for this “one time event”
  - Must be completed by **January 29, 2020**
- Problems or questions??
  - Call Network prior to submission due date if you are unsure of your RCA or initial PDSA plan, or write questions on your submission and I will contact you
  - All submissions will be reviewed, and you will be the contact for any questions or ideas by the Network

# RCA Online Reporting Tool

- This tool can be accessed at this link:

<https://esrdqiaforms.qualityinsights.org/nw3/vocrehab2020/create>

- You will need to go to the link and complete your RCA online. This is an easy way for you to submit your RCA. **Due January 29, 2020**



# Online Reporting Tool



## INCREASING VOCATIONAL REHAB SERVICES PROJECT

### Facility Information

CCN:

Select..

Reporting Month:

Select..

### Contact Information

Facility Contact First Name:

Facility Contact Last Name:

Facility Contact Email:



**WARNING: DO NOT ENTER PHI / PII ON THIS FORM.** No PHI / PII in the following fields.  
Examples of PHI include patient name or initials, birthdate, SSN, etc.



Next Step: Root Cause Analysis

# Work for Success

- If you get stuck....
  - Review videos
  - Call Joan Wickizer, 609-490-0310 Ext. 2430 to discuss
- QIRN3's commitment to facility support
  - Send out Outlook “Meetings” planner
    - Send appropriate reminder emails  
(Will contain links to on-line reporting)
  - Provide coaching
    - Email or phone calls as needed or site visit

# Review of Next Steps

- Put together a work team: FA, SW, PCT, RN and at least one **Patient Representative**
- Then using initial project forms:
  1. Complete RCA
  2. Document your top 3 barriers and initial plan on the RCA worksheet
  3. List what initial interventions you are going to try
  4. Go on-line and submit your RCA and initial PLAN no later than COB Tuesday, January 29, 2020
  5. Work each month to achieve improvement

# Network Next Steps

- Compile all interventions
  - Review with Network 3 Patient Subject Matter Experts (SME's)
  - Submit all information to CMS as a Network 3 deliverable
  - Provide feedback in February

# Questions/Feedback

Contact: Joan Wickizer (Voc Rehab QIA)

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