

# NETWORK OF NEW ENGLAND

## GOALS AND OBJECTIVES

**July 2009 – December 2010 (Revised July 2009)**

**Network Mission Statement:** The mission of the Network of New England is to facilitate the improvement of health care and quality of life for individuals who have chronic kidney disease and those treated with dialysis or transplantation.

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| <b><u>GOAL A</u></b>    | <b><u>Patient Choice.</u> The Network will encourage the informed participation of the patient in the selection of a renal treatment that will promote optimal outcome for that individual. Goal A will be met through one or more of the following objectives.</b>   |
| <b><u>Objective</u></b> | New England patients with ESRD will be informed of all medically appropriate treatment options. Such discussions will be documented in the patient's medical record at least annually in accordance with the ESRD conditions for Coverage.  |
| <b><u>Objective</u></b> | The Network will continuously monitor, through data analysis, the utilization of home dialysis and/or transplantation as a first choice for treatment modality. A benchmark of 10% utilization of either home dialysis or transplantation in the New England ESRD incident population will be the target.   |
| <b><u>Objective</u></b> | The Network will promote greater local access to home dialysis training opportunities, through the use of back up agreements between providers.   |
| <b><u>Objective</u></b> | The Network will promote early live donor related transplantation within the first three months of ESRD because it is the treatment option with demonstrated quality of life improvement for most patients.   |
| <b><u>GOAL B</u></b>    | <b><u>Patient Complaint Process.</u> The Network will administer a CMS directed grievance policy and procedure. Goal B will be met through one or more of the following objectives.</b>   |
| <b><u>Objective</u></b> | The Network will provide ESRD patients with a method for evaluating and resolving grievances outside the facility process. Notification of this policy will be posted in public areas of dialysis clinics. The Network will respond to 100% of patient complaints and grievances received, and will seek to resolve a minimum of 75% of these cases. Confidential documentation is stored in data system. |
| <b><u>Objective</u></b> | The Network will encourage the application of the CMS developed Decreasing Patient Provider Conflict Toolkit (DPC) through distribution and recommendation of its use in New England facilities.  |
| <b><u>GOAL C</u></b>    | <b><u>CQI Methodology.</u> The Network will administer a continuous quality improvement management program to evaluate the quality of care for New England patients. Goal C will be met through one or more of the following objectives.</b>  |
| <b><u>Objective</u></b> | The Network will provide QI tools and Quality Improvement expertise to ESRD facilities in the development of provider based CQI programs.   |
| <b><u>Objective</u></b> | Clinical indicator data will be periodically analyzed to assess the quality of patient care at the provider level. Educational interventions, including rapid cycle techniques or site visits, will be undertaken as indicated by this assessment process.  |
| <b><u>Objective</u></b> | Special clinical studies as determined by CMS, the Network or its Medical Review Board will be conducted as directed.   |
| <b><u>Objective</u></b> | The Network of New England will strive to reach an AVF (placed and functional) rate as required by the CMS contract for its prevalence hemodialysis population.   |

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| <b><u>GOAL D</u></b>    | <b><u>Patient Rehabilitation and Restoration of Functional Status.</u> The Network will encourage patient participation in rehabilitation programs and activities that will restore patient's functional status to the extent possible. Goal D will be met through one or more of the following objectives.</b>  |
| <b><u>Objective</u></b> | The Network will inform ESRD facilities of rehabilitative resources that exist for ESRD patients in each of the six New England states. This information will be posted on the Network website and included in New Facility packets.   |
| <b><u>Objective</u></b> | The Network Staff and Board will annually review data compiled from the Rehabilitation Survey. This survey reports by provider the number of ESRD patients working, in school or referred to Vocational Rehabilitation Programs. Comparative feedback reports drawn from the survey data will be distributed to New England facilities for self-assessment and interventions as indicated. |
| <b><u>Objective</u></b> | Network staff and Board will develop or collaborate with existing community programs to enhance quality of life and improve functional status of New England ESRD patients.  |
| <b><u>GOAL E</u></b>    | <b><u>Information Technology System.</u> The Network will manage a computer information system to support quality improvement activities and provide data to CMS, ESRD providers, physicians and other organizations appropriate under HIPAA guidelines. Goal E will be met through one or more of the following objectives.</b>   |
| <b><u>Objective</u></b> | Facility specific data report profiles will be shared with providers as directed by CMS.   |
| <b><u>Objective</u></b> | The Network will monitor and distribute facility specific data based on the timely and accurate submissions of CMS required data.  |
| <b><u>Objective</u></b> | The Network will promote and assist providers in the implementation and utilization of CMS software for the support of the renal registry, Medicare Entitlement and quality improvement activities.  |
| <b><u>Objective</u></b> | An annual report consisting of Network activities and statistics will be provided to CMS, ESRD Providers and other appropriate agencies.   |
| <b><u>GOAL F</u></b>    | <b><u>Community Collaboration.</u> The Network will work collaboratively with government and non-government agencies in the pursuit of quality care for ESRD patients. Goal F will be met through one or more of the following objectives.</b>   |
| <b><u>Objective</u></b> | Releasable aggregate data, educational materials and technical assistance will be disseminated to State Health Departments (DPH) and other appropriate agencies involved in providing ESRD patient services. The Network will maintain ongoing communication with DPH representatives.   |
| <b><u>Objective</u></b> | The Network will seek collaborative opportunities to work with other organizations to improve quality of care for patients with chronic kidney disease (CKD).  |
| <b><u>GOAL G</u></b>    | <b><u>Disaster Preparedness Plan.</u> The Network will implement a Disaster Preparedness Plan for internal and external response to emergency situations. Goal G will be met through one or more of the following objectives.</b>  |
| <b><u>Objective</u></b> | The Network will distribute to all New England ESRD providers all disaster relevant CMS publications in print and electronic format.   |
| <b><u>Objective</u></b> | The Network will collaborate with and support the National Coalition For ESRD Disaster Management in all of its efforts designed to respond to emergency situations.   |
| <b><u>Objective</u></b> | The Network will record the approximate number of treatments lost in the delivery of dialysis treatment as part of post-disaster analysis to determine best practices and lessons learned.   |