

ESRD Network #15

Best Practices Ideas (Forms Compliance) 2746 Accuracy

Improvement Goals:				
<input type="checkbox"/>	90% or more of 2728 forms received at the Network #15 office within 45 days after the patient first starts chronic dialysis at my facility.			
<input type="checkbox"/>	90% or more of 2746 forms received at the Network #15 office within 30 days after the patient's date of death.			
<input type="checkbox"/>	90% or more of 2728 forms submitted without critical errors (elements are missing or inaccurate).			
<input checked="" type="checkbox"/>	90% or more of 2746 forms submitted without critical errors (elements are missing or inaccurate).			
Problem You Identified	Action and Steps You Took	Resources You Needed	Person's) in Charge	How did you know the change was making a difference?
Difficult to get hospitals, hospices, nursing homes and other long-term care facilities to give us information about patient's death.	Try to gather info from hospitals first by requesting records from them as soon as we find out about a patient death. We give the family some time to grieve and then try calling them to get info. We also get info from Nephrologists when possible.	Hospitals, family of patients, Social Workers, Nephrologist	secretary	stopped receiving notices from Network about incomplete forms.
Incomplete forms	Clinical manager, Charge Nurse, and Secretary all review forms before sending to Network.	Time for staff to review forms	clinical manager	stopped receiving notices from Network about incomplete forms.
Death date of patient unknown because patient stopped dialysis	Follow up with patient's family after dialysis stopped.	Time for staff to follow up with family	clinical manager	2746s were completed on time
Hospices don't inform us when patient dies.	Call hospice once a week to check on patient. Hospices weren't refusing to give us the info, they were just forgetting to call us after patient dies.	telephone	social worker	
Had trouble getting enough information about patient's death to complete 2746.	Let everyone who answers facility telephone know that they need to get as much information as possible when receiving phone calls about patient deaths.		Care specialist, charge nurses, social worker	We started getting enough info to complete the 2746s.

ESRD Network #15

Best Practices Ideas (Forms Compliance) 2746 Timeliness

Improvement Goals:				
<input type="checkbox"/>	90% or more of 2728 forms received at the Network #15 office within 45 days after the patient first starts chronic dialysis at my facility.			
<input checked="" type="checkbox"/>	90% or more of 2746 forms received at the Network #15 office within 30 days after the patient's date of death.			
<input type="checkbox"/>	90% or more of 2728 forms submitted without critical errors (elements are missing or inaccurate).			
<input type="checkbox"/>	90% or more of 2746 forms submitted without critical errors (elements are missing or inaccurate).			
Problem You Identified	Action and Steps You Took	Resources You Needed	Person's) in Charge	How did you know the change was making a difference?
Unaware of patient's death when patient went off dialysis so 2746 forms were late.	Follow-up with patient family or hospice on a continual basis.	follow-up time	Clinical manager	2746s were completed on time.
Forms not completed on time because MD rounds only occur once a month, and sometimes forms were being missed.	Created a special folder marked "MD IMPORTANT". Have MD sign/fill out all forms first thing upon arrival at unit.	Folder to store forms in.	Clinical manager	No more reports received from Network saying forms were overdue.
Receiving info about a patient's death from hospices, hospitals, long-term care units etc. in a timely manner.	As soon as we know of a patient death, we immediately make phone calls to gather information from other entities.	Phone numbers of hospitals, patient family, etc.	Secretary	Stopped receiving reports from Network about missing/incomplete forms.
late 2746s	Ensuring enough staff were in unit daily to accomplish paper work. Also ensure that dialysis staff worked with Nephrology team to get necessary info.	Having social workers in unit, having access to Nephrology team	Social worker	met goals.
Cannot get death info from hospice/hospital. It is making my 2746 forms late.	<ol style="list-style-type: none"> 1. Get letter from Nephrologist when patient enters hospice/hospital asking them to release information. Then if/ when patient dies, date and send letter. 2. Send copy of medical release form previously signed by patient to hospital/hospice. 3. Attempt to contact different person from hospital/hospice who better understands that dialysis facility has right to this information. 	Need to make a form letter requesting release of info and get neph to sign. Need to spend time making phone calls to appropriate people.	Secretary	compliance rates improved