

Crash Course in CROWNWeb

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Tasks New Users Should Know How to do in CROWNWeb

- Protect personally identifiable information (PII) and protected health information (PHI)
- Admit a patient into CROWNWeb (CW)
 - Admit Reasons; Transients; Possible Duplicate error
- Update Patient Information
 - Patient Attributes; Admit/Discharge Summary; CMS 2728/2746 Forms; Clinical Data and Vascular Access
- Discharge a patient in CROWNWeb
 - Discharge Reasons; correcting 'System Discharge'
- Other Important CROWNWeb Tasks
 - Verify PART; Correct submitted 2728s/2746s; Notifications
 - Process Network 18 cleanup reports
 - Merge and remove patients from CW
 - Update facility and personnel information in CW

Preventing Security Violations



Protecting PII/PHI

- PII (personally identifiable information)
 - Name/initials, Social Security Number, date of birth, contact information
- PHI (protected health information)
 - Insurance information, Prescriptions, Medical records/forms/facility logs
- Facility staff **must protect** patient information.
- Security violations can result in:
 - CMS notification;
 - Medical director involvement; and/or
 - Sanctions against facility.



Security Violations

- The four most common security violations include:
 - Emailed PII/PHI
 - Easy to hack/intercept, easy to send to wrong recipient
 - Shared QIMS account info
 - Access to facility's patients in CW
 - Unrequested PII/PHI
 - PII/PHI sent to the wrong recipient



Preventing Security Violations

- Use the CROWN Unique Patient Identifier (UPI) to identify patients in emails and faxes
- Do not email PHI/PII to others within your facility
- Only fax what is requested by the Network
- Never share email addresses or login information (username or password) with anyone
- Do not use your personal email for work purposes
- Consider different email providers based on their security practices (Gmail, Hotmail, AOL, etc.)



Admitting Patients into CROWNWeb



Who Uses CROWNWeb?

- All *CMS-certified end stage renal disease (ESRD) facilities* that have a CMS Certification Number (CCN)
- Facilities that do not have a CCN are *not part of the ESRD Network Program* and do not use CW
- Facilities pending CMS certification may have limited access and functionality in CW



Which Patients are Admitted into CROWNWeb?

- Patients diagnosed with **ESRD** by a nephrologist
- Acute kidney patients are **NOT** admitted into CW



ESRD Treatments

- ESRD treatments performed in the U.S. include:
 - In-center hemodialysis
 - Home modalities
 - Home hemodialysis
 - Continuous ambulatory peritoneal dialysis (CAPD)
 - Continuous cycler-assisted peritoneal dialysis (CCPD)
 - Kidney transplantation
- Clinical data that is collected outside of the U.S. **does not** get reported in CW.



Admit Reason—New ESRD

- When patient has never had outpatient, Medicare-eligible, ESRD treatment prior to coming to your facility
- Requires a CMS-2728 Form to be submitted in CW within 45 days of the admission

Admitting Foreign Visitors

- Treatments received outside of the U.S. **are not** reported into CW
- Admit the patient as **New ESRD** and complete the 2728
- Discharge as **Other** when they leave the U.S.

Admit Reasons-Transfer In and Restart

- Transfer In
 - When a patient is admitted into your facility after leaving another outpatient ESRD facility in the U.S.
 - If there is no **New ESRD** admission or **2728** in the patient’s record, remind the home/initial facility that patient information is missing from CW
 - If the patient has another UPI in CW, email BOTH UPIs to the Help Desk and request a merge
- Restart
 - When a patient is admitted into your facility after deciding to **Discontinue** treatment in a U.S. facility or has **Recovered Function**

Admit Post-Transplant

	Dialysis in Support of Transplant	Dialysis After Transplant Failed
Step 1: Ask the Question	Does the patient require temporary kick-start dialysis?	Has the transplanted kidney completely failed?
Step 2: Admission	Use <u>Dialysis in Support of Transplant</u> if dialysis is being ordered to help the transplanted kidney. Do not use if the transplant has completely failed.	Use <u>Dialysis After Transplant Failed</u> if the transplanted kidney is non-functioning and patient requires a permanent course of dialysis.
Step 3: Transient?	Admit patient as a Transient, with Transient Reason: Dialysis in Support of Transplant.	This patient is NOT a Transient if the transplant FAILED.
Step 4: 2728	2728 is NOT required.	A Re-entitlement 2728 form is required only if the transplant was performed three or more years prior.
Step 5: Discharge	When transplanted kidney starts working, discharge patient as: Transfer: Dialysis Facility	Notify the Network of UPI so it can update the transplant center’s discharge reason. Data@nw18.esrd.net

Transient Admission

- Expected to be at the facility for fewer than 30 days or 13 treatments
 - Select 'Yes' for *Transient Status*
 - This allows the patient to remain admitted in their home facility while visiting your facility for treatment
 - **Transient** reasons include:
 - Disaster
 - Travel
 - Home Maintenance
 - Facility Maintenance
 - Dialysis in Support of Transplant
 - Back-up Hemodialysis
 - Training
- If the **Transient** patient becomes permanent, change the transient status to 'No'
- Re-admit/discharge the patient **every time** they return to your facility as a **Transient**
- Transient patients cannot be 'New ESRD'

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When a Patient Receives 'Backup Hemo' at Your Facility

- Admit patient as **Transient** when:
 - **Transfer In:** The patient has been admitted for training to another facility - this is the patient's 'home' facility
 - **Dialysis in Support of Transplant:** The patient received a transplant which requires temporary, kick-start dialysis at your facility
- Discharge **Transient** patient as **Transfer: Dialysis Facility**
 - This will add the patient back to the home facility's roster and **Patient Attributes and Related Treatment (PART)**

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How to Admit Patients into CROWNWeb

- Log into CW
- **Patients** → **Admit Patient**
- Enter all patient information accurately
- Enter your **Facility CCN**
- Click **Go**
- Select **Facility DBA Name**
- Select patient's **Transient Status** (Yes/No)
- Click **Next**
- Complete all info on next page → **Submit**

The screenshot shows the CROWNWeb interface. At the top, there is a navigation bar with tabs: Facilities, Patients, Personnel, Reports, My Reports, Clinical, Form 2744, Action List, and REMIS. Below this, there is a sub-menu with 'Admit Patient', Gap Patients, and PART. The 'Admit Patient' button is highlighted in orange. Below the sub-menu, there is a search bar and a breadcrumb trail: Search Patients > Admit Patient. The main form is titled 'Admit Patient' and contains a 'Patient Information' section. The form fields include: SSN (with a checkbox for SSN N/A), Medicare Claim Number (with a checkbox for Claim Number N/A), Patient's First Name, Patient's Last Name, Date of Birth (mm/dd/yyyy), Gender, Admit Date (07/09/2015), Admit Reason, Facility CCN, Facility NPI, Facility DBA Name (Select One), and Transient Status (No). A 'Go' button is located at the bottom right of the form, circled in green.

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Patient Re-Admission

- Admit the patient **every time** he or she returns to your facility after being discharged

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'Possible Duplicate' Error

- Causes of 'Possible Duplicate' error message:
 - Patient has no SSN
 - Patient has PII that does not match what is already in CW:
 - Hyphenated last name (-)
 - Middle name or middle initial added to **First Name**
 - 'Jr.' or 'Sr.' at the end of the **Last Name**
 - Typo in the **Date of Birth, SSN, Medicare Health Insurance Claim Number (HICNum)**
- Fax the *'Request to Review Possible Duplicate & Admit Patient into CROWNWeb'* form to the Network

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Updating Patient Information in CROWNWeb

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Searching for a Patient in CROWNWeb

- Click on **Search Patient** → enter any search criteria:
 - **Last Name** and **First Name**
 - Enter at least three letters
 - Use “%” as the wildcard if you are unsure of exact spelling
 - **SSN; HICNum; UPI; Gender; DOB**
- Click on the UPI in the **Patient Search Results**

Home	Facilities	Patients	Personnel	Reports
Search Patients	Admit Patient	Gap Patients	PART	
Search Patients > Patient Search Results Patient Search Results - 1 Records Found CROWN UPI Name ▲ 180				

- You will not find the patient **if they have not yet been admitted** into your facility in CW



Updating Patient Information

Home	Facilities	Patients	Personnel	Reports	My Reports	Clinical	Form 2744	Action List	REMI	Admin
Search Patients	Admit Patient	Gap Patients	PART							
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	View 2746 (Submitted)	Clinical Data Summary					

- Note all available tabs for the patient:
 - **Edit Patient:** if visible, then patient is within your scope
 - **View Patient Attributes History:** patient is within scope
 - **Admit/Discharge Summary:** shows which facilities and under what modalities has the patient been treating
 - **2728:** view status of 2728(s) – Saved/Submitted/Missing
 - **2746:** view status of 2746 – Saved/Submitted/Missing
 - **Clinical Data Summary:** shows submitted/saved clinical data by month, where you can update open months



Edit Patient (Attributes) Tab

Search Patients	Admit Patient	Gap Patients	PART			
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	View 2746 (Submitted)	Clinical Data Summary	

- Maintain **Patient Attributes** as accurately and timely as possible
 - **First/Last Name, SSN, HIC Number, Race, Ethnicity**
 - **Patient Contact Info**
 - **Misc Info** (Citizenship, Medicare Enrollment, Employment, School, Vocational Rehabilitation)
 - **Medical Info** (update this section with patient’s date of death [DOD] and cause of death (COD) if it becomes available)
- If you do not see the **Edit Patient** tab, it means the patient is no longer in your scope
 - Contact the Network to help you

View Patient Attributes History Tab

Search Patients	Admit Patient	Gap Patients	PART			
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	View 2746 (Submitted)	Clinical Data Summary	

- A patient’s 2728 and transplant eligibility requires the following fields to be updated:
 - Citizenship
 - Medicare Enrollment Status
 - School Status
 - Vocational Rehabilitation
 - Employment

Citizenship	<input type="checkbox"/> U.S. Citizen	<input type="checkbox"/> Foreign National U.S. Resident	<input type="checkbox"/> Non U.S. Citizen	<input type="checkbox"/> U.S. Resident
Medicare Enrollment Status	<input type="checkbox"/> Currently Enrolled in Medicare Coverage	<input type="checkbox"/> Medicare Application Pending		
	<input type="checkbox"/> No Medicare Coverage			
School Status	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Not in School	
Vocational Rehabilitation	<input type="checkbox"/> Referred to VR	<input type="checkbox"/> Currently in VF	<input type="checkbox"/> Completed VR	<input type="checkbox"/> Not Eligible
	<input type="checkbox"/> Declined VR			
Employment	<input type="checkbox"/> Unemployed	<input type="checkbox"/> Retired (Disabled)	<input type="checkbox"/> Medical Leave	<input type="checkbox"/> Homemaker
	<input type="checkbox"/> Employed Full Time	<input type="checkbox"/> Employed Part Time	<input type="checkbox"/> Student	<input type="checkbox"/> Retired Age/Preference

Admit/Discharge Summary Tab

Search Patients	Admit Patient	Gap Patients	PART		
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	View 2746 (Submitted)	Clinical Data Summary

- Lists where and when the patient has been treating
 - **Admit Dates and Admit Reasons**
 - **Admit Facility**
 - **Discharge Dates and Discharge Reasons**
 - **Treatment**
 - Transplant Centers will show patient's donor type in the **Treatment** column:
 - Living Related, Living Unrelated, Deceased, Unknown
 - **Physician**
 - **Treatment Summary**
- To make changes to the **Admit/Discharge** info, click **Admit Date** for your facility

Admit Date	Admit Reason	Admit Facility	Discharge Date	Discharge Reason	Treatment	Physician	Treatment Summary
02/26/2013	Transfer In	Center	03/01/2015	Transfer	Dialysis Facility/Center Hemodialysis		Treatment Summary
08/28/2013	Transfer In	Unit	03/10/2015	Discontinue	Dialysis Facility/Center Hemodialysis		Treatment Summary
12/07/2011	New ESRD Patient	LA	08/27/2013	Transfer	Home CCPD		Treatment Summary



Edit Admit/Discharge

- Click **Edit Admit/Discharge** to:
 - Fix the **Admit Reason** if incorrect
 - Update **Transient Status** (Yes/No)
 - Add/update **Discharge Date, Reason and Subcategory** as needed

Admit Date: 02/26/2015	Admit Reason: Transfer In
Facility DBA Name: Center	Facility NPI:
Facility CCN: 05	Transient Reason: Travel
Transient Status: Yes	Transient Address:
Transient Phone Number:	
Patient Discharge Information	
Discharge Date: 03/01/2015	Discharge Reason: Transfer
Transfer Discharge Subcategory: Dialysis Facility	



Update Admit/Discharge

- Admit the patient again **every time** he or she returns to your facility after being discharged
- **Do not alter an existing Admit unless there is a mistake**
- Preserve the patient's **Admit/Discharge** history

Reviewing Treatment Summary

[Treatment Summary](#)

[Treatment Summary](#)

[Treatment Summary](#)

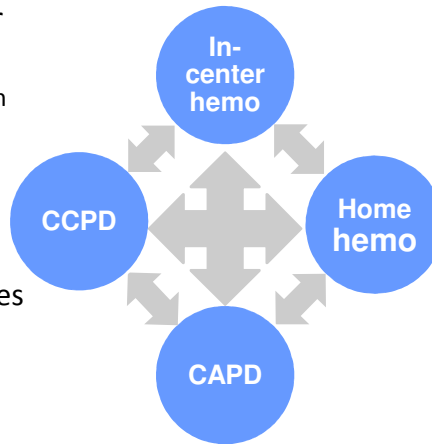
[Treatment Summary](#)

- Click on **Treatment Summary** to update the patient's **Treatment** or **Modality**
- Click on **Treatment Start Date** only if there is an error and the treatment needs to be edited

Admit/Discharge Information ()	
Admit Date: 05/08/2009	
Facility DBA Name: RAI-	
Facility CCN:	
Discharge Date: 07/01/2015	
Treatment Summary for Admission	
Treatment Start Date	Treatment
07/29/2009	Home Hemodialysis
05/08/2009	Dialysis Facility/Center Hemodialysis

When a Patient Changes Modalities

- When a patient changes their modality/type of treatment
 - Add a new Treatment Record in CROWNWeb **Add Treatment**
- Do not change the original treatment record
- Adding treatments shows history of all patient modalities



Adding Training information

- **Type of Dialysis Training** (Home Hemodialysis, CAPD, CCPD, Other)
- **Dialysis Training Begin Date** (must match **Treatment Start Date**)
- **Dialysis Training End Date** (add the expected completion date and correct at a later date if needed)
- A **Supplemental 2728 Form** is needed if the patient receives **training** within the first 90 days of being diagnosed as ESRD

Dialysis Treatment Information (_____)	
Treatment Start Date: <input type="text"/>	Dialysis Time Period:
Primary Dialysis Setting:	Primary Type of Treatment:
Expected Self-Care Setting:	Time Per Session (in minutes):
Sessions Per Week:	Attending Practitioner NPI:
Attending Practitioner:	
Attending Practitioner UPIN:	
Type Of Dialysis Training: <input type="text"/>	Dialysis Training End Date: <input type="text"/>
Dialysis Training Begin Date: <input type="text"/>	

2728 Tab

Search Patients	Admit Patient	Gap Patients	PART			
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	View 2746 (Submitted)	Clinical Data Summary	

- Review the status of a patient’s 2728(s)
 - **Eligible 2728 Forms** – shows the type of 2728 that needs to be added.
 - Click **Add 2728**
 - **Existing 2728 Form** – shows existing 2728 form(s) and status
 - **Status** column shows if the form is **Saved** or **Submitted**
 - **Date Submitted** column will be *blank* if the form is still missing

Manage 2728 Forms ()				
Eligible 2728 Forms	Admit Date	Admit Facility	Due Date	Add 2728
Re-entitlement Dialysis After Transplant Failed	09/10/		10/25/	Add 2728
Existing 2728 Forms	Status	Admit Facility	Due Date	Date Submitted
Old form (More Info)	Submitted		04/22/1997	06/06/1997

CMS 2728 Form

- “ESRD Medical Evidence Report and Medicare Entitlement and/or Patient Registration” Form

Initial 2728	Supplemental 2728	Re-Entitlement 2728
For patients who: <ul style="list-style-type: none"> • Have never had Medicare-eligible, outpatient ESRD treatment prior to admission into your facility • Need to apply for CMS-ESRD coverage 	<ul style="list-style-type: none"> • For patients who begin training for a Home Modality within the first 90 days of being diagnosed as ESRD 	For patients who return for ESRD treatment after: <ul style="list-style-type: none"> • One year of stopping treatment • Three years after a transplant failed
	<ul style="list-style-type: none"> • Helps patient obtain Medicare coverage sooner than 90 days 	

- Must be signed by patient/family and physician, and submitted in CW within 45 days of admission

Admit Reasons to Trigger a 2728

	Initial 2728	Supplemental 2728	Re-Entitlement 2728
Hemodialysis Facility Admit Reason	New ESRD	New ESRD: The Training section of the Initial 2728 will open if Training Info is added to Treatment	Restart: If discontinued dialysis for > 1 year Dialysis after Transplant Failed: If transplant was performed > 3 years ago
Peritoneal Dialysis Facility Admit Reason	New ESRD	Transfer In: With Training Info within 90 days of being diagnosed with ESRD	Restart: If discontinued dialysis for > 1 year Dialysis after Transplant Failed: If transplant was performed > 3 years ago
Transplant Center Admit Reason	New ESRD		Transplant in the U.S.: If Discontinued dialysis for > 1 year and then is admitted for a transplant

- **Transient** admissions will not trigger a 2728

2746 Tab

Search Patients	Admit Patient	Gap Patients	PART			
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	Add 2746 (0)	Clinical Data Summary	

- Shows status of the patient's 2746 form
 - **Saved** or **Submitted** or **Needs to be Added (0)**
- Your facility is responsible if death occurred within 30 days of patient discharged as a:
 - **Transfer:** Hospital, Nursing Home; Rehabilitation Center, Long Term Care (LTC) Facility, Transplant Failed
 - **Discharge Reason** should be updated to **Death**
 - **Discontinue**
 - **Discharge Reason** should be kept as **Discontinue**

CMS 2746 Form

- Update **Patient Attributes: Medical Info** section to add the **Cause of Death** and **Date of Death**

Medical Info
Effective Date: 03/21/2015
Primary Cause of Death
Date of Death: 03/15/2015
Death Code:
Death Description:
2728 / ESRD Medical Evidence Form
Date Regular Chronic Dialysis Began:

- Submit** 2746 within 14 days of patient's death
- The **home facility** is responsible for completing the 2746 for **transient** patients.

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Clinical Data Summary Tab

Search Patients	Admit Patient	Gap Patients	PART			
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	Add 2746 (0)	Clinical Data Summary	

- This tab shows all **Submitted** and **Saved** clinical data for a patient
- Click on an open month to update clinical info

Clinical Month	Collection Type	Facility	Status
May 2012	Vascular Access	Facility A	Submitted
May 2012	Hemodialysis	Facility A	Submitted
June 2012	Hemodialysis	Facility A	Submitted
June 2012	Vascular Access	Facility A	Submitted
July 2012	Vascular Access	Facility B	Submitted
July 2012	Peritoneal Dialysis	Facility B	Submitted
August 2012	Peritoneal Dialysis	Facility B	Submitted

- Shows which **Clinical Month** and **Collection Type** is missing and still needs to be added

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Entering Vascular Access and Clinical Data

- **Vascular Access and Collection Type** should be reported for each patient based on the last lab drawn during each month they are treated at your facility, for each modality or Treatment Type received
- **CW clinical data affects your facility's QIP score!**
- Report the **Vascular Access Type** that poses the *most risk* to the patient
- Report into CW as much detail as you have for the patient's treatment at your facility
- Check all **batched data** for accuracy

Vascular Access	Collection Type
AV Fistula Only (with 2 needles)	Hemodialysis – <u>In-center</u> or <u>Home</u> hemodialysis patients
AV Fistula Combined with an AV Graft	Peritoneal – CCPD or CAPD patients
AV Fistula Combined with a Catheter	
AV Fistula single needle device	
AV Graft Only (with 2 needles)	
AV Graft Combined with a Catheter	
AV Graft single needle device	
Catheter Only	
Port Access Only	
Other/Unknown	

Vascular Access

- **Current Access Type** – Select the option based on the DATE that the clinical data was collected
- Complete each section for every patient at your facility during the reporting month
- If you do not have clinical data for any of the sections select '**N/A**' next to that value
- If no clinical data was collected select '**No Clinical Data Available for All Collection Types**'
 - This option can be used when patient is discharged at the beginning of the month prior to having their clinical data collected at your facility

No Clinical Data Available For All Collection Types

* Date of Reported Dialysis Session 05/16/2015 N/A

* Current Access Type Catheter Only

* Date Access Type Changed 05/02/2015

AV Fistula Usable Date mm/dd/yyyy N/A

AV Fistula Maturing No N/A

AV Fistula State Not yet present N/A

AV Fistula Creation Date mm/dd/yyyy N/A

AV Graft Maturing No N/A

AV Graft State Not yet present N/A

- AV Fistula Only (with 2 Needles)
- AV Fistula Combined with an AV Graft
- AV Fistula Combined with a Catheter
- AV Fistula single needle device
- AV Graft Only (with 2 Needles)
- AV Graft Combined with a Catheter
- AV Graft single needle device
- Catheter Only
- Port Access Only
- Other/Unknown





Collection Type-Hemodialysis

Manage Clinical								
Anemia Management	Adequacy	Mineral Metabolism	ESA	Infection	Iron	Fluid Weight Management	Hospitalization	Vaccination

- Each tab needs to be reviewed and updated monthly
- Enter **clinical values** and **dates** collected at your facility for each month the patient is treated at your facility
- The **dates** must be within the time period when the patient was treated at your facility
- Some fields carry over from month to month
 - The fields that do not carry over need to be re-entered, even if there was no change
- Select '**N/A**' if the patient did not get specific labs drawn that month

Anemia Management

- Enter all values as indicated in the table, including the dates they were collected
- Select '**N/A**' if you did not collect any of the values during the reporting month

Hemoglobin (Hgb) (g/dL)	<input type="text"/>	<input type="checkbox"/> N/A	<input type="text" value="mm/dd/yyyy"/>	
Ferritin (ng/mL)	<input type="text"/>	<input type="checkbox"/> N/A	<input type="text" value="mm/dd/yyyy"/>	
Iron Saturation (TSAT) (%)	<input type="text"/>	<input type="checkbox"/> N/A	<input type="text" value="mm/dd/yyyy"/>	
Reticulocyte Hemoglobin (CHr) (pg)	<input type="text"/>	<input type="checkbox"/> N/A	<input type="text" value="mm/dd/yyyy"/>	

Adequacy

- Check dry weight monthly and look for **inconsistencies**
- You may have to adjust dry weight – consult the nephrologist
- Enter each measure collected in the reporting month or select 'N/A' for values not collected
- **Kt/V Method:**
 - UKM (Urea Kinetic Modeling)
 - Daugirdas II
- **Pre-Post Dialysis Weight:**
 - lbs
 - kg
- **Height:**
 - in
 - cm

*Kt/V N/A mm/dd/yyyy

Kt/V Method

*Blood Urea Nitrogen (BUN) Pre-Dialysis (mg/dL) N/A

*BUN Post-Dialysis (mg/dL) N/A

*Pre-Dialysis Weight N/A

*Post-Dialysis Weight N/A

*Delivered Minutes of BUN Hemodialysis Session N/A

*Height N/A

*Serum Creatinine (mg/dL) N/A mm/dd/yyyy

*Normalized Protein Catabolic Rate (nPCR) N/A mm/dd/yyyy

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Mineral Metabolism

- **Phosphorus Method** options include:
 - Plasma
 - Serum
 - Unable to be Determined (UTD)
- **Serum Albumin Lab Method** options include:
 - Bromocresol Green (BCG)
 - Bromocresol Purple (BCP)

*Phosphorus (mg/dL) N/A mm/dd/yyyy

Phosphorus Method

*Uncorrected Calcium (mg/dL) N/A mm/dd/yyyy

*Corrected Calcium (mg/dL) N/A mm/dd/yyyy

*Serum Albumin (g/dL) N/A mm/dd/yyyy

Serum Albumin Lower Limit (g/dL) N/A

Serum Albumin Lab Method N/A

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ESA (Erythropoiesis Stimulating agents)

- **ESA Administered**
 - Yes/No
- **ESA Agent Prescribed**
 - Epoetin Alpha (Epogen®)
 - Epoetin Beta
 - Darbepoetin Alpha
 - Other
- **ESA Monthly Dose**
 - Units
 - mcg
 - Other
- **ESA Route**
 - IVP (Intravenous)
 - SC (Subcutaneous)

*ESA Administered	<input type="checkbox"/> N/A	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value=""/>
*ESA Agent Prescribed	<input type="checkbox"/> N/A	<input type="text"/>	
Other ESA Agent Prescribed	<input type="text"/>		
*ESA Monthly Dose	<input type="checkbox"/> N/A	<input type="text"/>	<input type="button" value=""/>
Other ESA Monthly Dose Measure	<input type="text"/>		
ESA Route	<input type="text"/>		

Infection

- Report **all occurrences (regardless of cause)** during reporting month:
 - Infections
 - Positive blood cultures
 - Anti-microbial starts
 - Site infections
- *This should also be reported separately in NHSN*
- Click **Add** → Select **Infection Requires Hospitalization**
 - Infection requires hospitalization
 - Infection does not require hospitalization
- Select **'N/A'** if there were no occurrences that month

Infection		
Infection ID	Infection Requires Hospitalization	Infection Hospitalization Date
Add <input type="checkbox"/> N/A		

Iron

- **Intravenous (IV) Iron Administered**
 - Yes/No
- **Intravenous (IV) Iron**
 - Iron Dextran (Dexferrum, Infed)
 - Sodium Ferric Gluconate (Ferrlecit)
 - Iron Sucrose (Venofer)
 - Other
- **Intravenous (IV) Iron Dose**
 - g
 - mg
 - Other
- **Oral (PO) Iron Prescribed**
 - Oral Iron Prescribed
 - Oral Iron Not Prescribed
- **Oral (PO) Iron Dose**
 - g
 - mg
 - Other

The screenshot shows a form with the following fields:

- Intravenous (IV) Iron Administered**: dropdown menu, date field (mm/dd/yyyy), and checkbox (N/A).
- Intravenous (IV) Iron**: dropdown menu, checkbox (N/A), and text field for 'Other Intravenous (IV) Iron'.
- Intravenous (IV) Iron Dose**: dropdown menu, checkbox (N/A), and text field for 'Other Intravenous (IV) Iron Dose Measure'.
- Oral (PO) Iron Prescribed**: dropdown menu, date field (mm/dd/yyyy), and checkbox (N/A).
- Oral (PO) Iron**: dropdown menu, checkbox (N/A), and text field for 'Other Oral (PO) Iron'.
- Oral (PO) Iron Dose**: dropdown menu, checkbox (N/A), and text field for 'Other Oral (PO) Iron Dose Measure'.

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Fluid Weight Management

- Click **Add**
- Select the **Post-Dialysis Target Weight for Session**
 - Was Prescribed
 - Was Not Prescribed
- Enter the **Post-Dialysis Weight Assessment Date**

The screenshot shows a form with the following fields:

- Post-Dialysis Target Weight for Session**: dropdown menu, checkbox (N/A).
- Post-Dialysis Weight Assessment Date**: date field (mm/dd/yyyy).

- Select '**N/A**' if there were no **Post-Dialysis Weight Assessment** performed that month

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Hospitalizations

- Report **all patient hospitalizations** in month **regardless of cause**
- Maintaining accurate **Hospitalization** data helps lower the **missed treatment rate** for your facility
 - Click **Add** → enter **Admission Date** (or select **'N/A'**)
 - Select **All Hospital Visits** (or select **'N/A'**)
 - Emergency Room (ER) Visit
 - Hospitalization
 - ER Visit Resulting in Hospital Admission
 - Enter **Name of Hospital** (or select **'N/A'**)
 - Enter **Discharge Date** (or select **'N/A'**)
- Select **'N/A'** if there were no hospitalization that month

Hospitalization ID	Admission Date	All Hospital Visits	Name of Hospital	Discharge Date
Add <input type="checkbox"/> N/A				

Vaccinations

- CW does not capture historic data entered *after* a batch upload
- Facilities must enter vaccination data into CW *even if* the patient is **immune** or is a **non-responder**:
 - **Influenza**
 - **Pneumococcal**
 - **Hepatitis B**
- If you select **Not Received** for any of the vaccinations, you must also select a **'Reason No Vaccination'**:
 - **Medical Reason(s)**
 - Patient Allergic History
 - Potential Adverse Drug Interaction
 - Other Medical
 - **Patient Reason(s)**
 - Cultural Reasons / Personal Choice

Influenza Vaccination Not Received	<input type="checkbox"/>
Influenza Vaccination Date	mm/dd/yyyy <input type="checkbox"/> N/A
Site Received Influenza Vaccination	<input type="checkbox"/> N/A
Reason No Influenza Vaccination	<input type="checkbox"/> N/A
Influenza Exclusion Reason	<input type="checkbox"/> N/A
Pneumococcal Vaccination Not Received	<input type="checkbox"/>
Pneumococcal Vaccination Year	YYYY <input type="checkbox"/> N/A
Reason No Pneumococcal Vaccination	<input type="checkbox"/> N/A
Pneumococcal Exclusion Reason	<input type="checkbox"/> N/A
Hepatitis B Vaccination Not Received	<input type="checkbox"/>
Hepatitis B Vaccination Initial 1	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B Vaccination Initial 2	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B Vaccination Initial 3	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B Vaccination Initial 4	mm/dd/yyyy <input type="checkbox"/> N/A
Reason No Hepatitis B Vaccination	<input type="checkbox"/> N/A
Hepatitis B Exclusion Reason	<input type="checkbox"/> N/A
Hepatitis B Booster Date 1	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B Booster Date 2	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B Booster Date 3	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B Booster Date 4	mm/dd/yyyy <input type="checkbox"/> N/A
Hepatitis B surface antibody (anti-HBs)	<input type="checkbox"/> N/A mm/dd/yyyy <input type="checkbox"/>

Collection Type-Peritoneal Dialysis

- When PD labs are drawn quarterly, select '**N/A**' for each month without collected clinical data
 - **You must still report the patient's Vascular Access Type**
- If patient received **PD** and **hemodialysis** treatment in a given month, you must report clinical data for both **Collection**

Types:

*Collection Type
Peritoneal Dialysis ▼
Hemodialysis
Peritoneal Dialysis
Vascular Access

*Kt/V	<input type="text"/>	<input checked="" type="checkbox"/> N/A	mm/dd/yyyy
V Method	Volume		
*Body Surface Area (BSA) Method	Dubois and Dubois	<input checked="" type="checkbox"/> N/A	
*RRF Assessed in Kt/V	Yes	<input checked="" type="checkbox"/> N/A	
*24hr Urine Volume (mL)	<input type="text"/>	<input checked="" type="checkbox"/> N/A	
*Height	<input type="text"/>	<input checked="" type="checkbox"/> N/A	ft
*Clinic Weight	<input type="text"/>	<input checked="" type="checkbox"/> N/A	lbs
*Body Surface Area (BSA) Corrected	<input type="text"/>	<input checked="" type="checkbox"/> N/A	
*Serum Creatinine (mg/dL)	<input type="text"/>	<input checked="" type="checkbox"/> N/A	mm/dd/yyyy

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When No Clinical Data Was Collected

- Select '**No Clinical Data Available for All Collection Types**' if the patient did not treat at your facility in the reporting month because:
 - The patient was treating as **Transient** at another facility
 - The patient has been **Discharged** from your facility at the beginning of the month prior to having their clinical data collected

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Clinical Shortcut

Home	Facilities	Patients	Personnel	Reports	My Reports	Clinical	Form 2744	Action List	REMIS	Admin
Manage Clinical										

- Click on the **Clinical** tab to get to the Clinical Section without first looking up a specific patient:
 - Enter **Facility CCN** → click **Go** → select **Facility DBA Name**
 - Select **Collection Type** (Hemodialysis/PD/Vascular Access)
 - Select **Clinical Month** (still open) → click **Go** → select **Patient**

Patient Information

⁵ Facility CCN <input type="text"/>	⁵ Facility NPI <input type="text"/>	⁵ Facility DBA Name Select One			
		<input type="button" value="Go"/>			
*Collection Type Hemodialysis	*Clinical Month June 2015 (Open)	Last Name Group All	Display Patients	<input type="button" value="Go"/>	
*Patient Select Patient			Common Lab Test Date mm/dd/yyyy	<input type="button" value="Go"/>	<input type="button" value="Go"/>

Discharging Patients in CROWNWeb

Discharge Reasons in CW

Search Patients	Admit Patient	Gap Patients	PART	
Edit Patient	View Patient Attribute History	Admit/Discharge Summary	2728	View 2746 (Submitted) Clinical Data Summary

- Click **Admit/Discharge Summary** to update discharge
 - Click on the **Admit Date** for your facility
 - Click on **Edit Admit/Discharge**
 - Enter the **Discharge Date** from your facility
 - Select the **Discharge Reason**
 - Select the **Discharge Reason Subcategory** if the **Discharge Reason** is **Transfer**

Discharge Reason

Discharge Subcategory

- Death
- Discontinue
- Lost to Follow Up
- Recover Function
- Involuntary
- Other
- Transplant in US
- Transplant outside US
- Transfer
- Acute

Patient Discharge Information

* Discharge Date mm/dd/yyyy

Discharge Reason: Transfer

Transfer Discharge Subcategory

- Dialysis Facility
- Hospice
- Hospital
- Long Term Care Facility
- Nursing Home
- Rehab Center

Submit Reset Delete

Discharge: Acute or Recover Function

- Discharge reasons for when an ESRD patient is later diagnosed as **Acute** or **Recover Function**

Chronic Patients	Acute Patients
DO enter into CROWNWeb	DO NOT enter into CROWNWeb
CMS 2728-2746 required	CMS 2728/2746 NOT required
Patient can " Recover Function " as the discharge reason	Patient must be deleted from CW or discharged as "Acute"

- If **Acute** patients are batched in, work with your batch Help Desk to prevent them from being uploaded
 - Discharge them as **Acute** or try to delete them from CW
- Transplant patients should **never** be discharged as **Recover Function** or **Acute**

Discharge: Transfer-Subcategory

- **Transfer Subcategories:**
 - **Dialysis Facility** – CMS-certified, outpatient dialysis facility with a CCN
 - **Long Term Care Facility** – the patient is not expected to return to outpatient dialysis
 - **Hospice** – the patient stopped treating at your facility for 30+ days and has moved into a hospice setting
 - **Hospital** – the patient has been treating at a hospital for 30+ days but is expected to return to your facility
 - **Nursing Home** – the patient is no longer treating at your facility and receives dialysis at a nursing home
 - **Rehabilitation Center** – the patient is receiving rehabilitation services for 30+ days but is expected to return

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Discharge: Other

- **Prison:** Does not have a CCN and does not report into CW
- **Leaves the Country** for more than 30 days:
 - Such as a Foreign Visitor
- **Non-continental U.S. states and territories that report to CW include:**
 - Alaska
 - Hawaii
 - Puerto Rico
 - U.S. Virgin Islands
 - Guam
 - American Samoa
 - Northern Marianna Islands

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Discharge: Lost to Follow Up

- **Lost To Follow Up (LTFU)** should rarely be used – and ONLY after discussion with the Network
- Facility must make every effort to locate the patient:
 - Phone calls to patient and emergency contacts
 - Certified letter of concern
 - Welfare checks by police
 - Contacting local hospitals
 - Local jails (visit the county-specific sheriff’s department website)
- Do not use this event when a patient communicates the decision to **Discontinue** dialysis or has **Transferred** to another facility
- Do not use this event when the patient’s location is **known** or if the patient is simply non-adherent

Discharge: Pre-Transplant

- Use one of these options as the **Discharge Reason** when:

Transplant in the U.S.	Transplant Out of the U.S.
The patient receives a transplant at a CMS-certified Transplant Center with a CCN	The patient leaves the country for a transplant at a facility that does not have a CCN
	This is similar to Other if patient leaves the country for dialysis

Discharge: Discontinue or Death

- If patient dies while receiving **Transient** treatment, the transient facility must discharge patient back to the home facility (**Transfer: Dialysis Facility**)
 - The home facility is responsible for completing the **2746**

Death	Discontinue
If your facility is informed of the patient's Date of Death after being discharged from your facility for <u>less than 30 days</u>	If the patient and/or family make the decision to Discontinue ESRD treatment
Change the Discharge Reason to Death	Keep Discharge Reason as Discontinue
Complete the 2746 only if the patient died <u>within 30 days</u> of the discharge	Complete the 2746 only if the patient died <u>within 30 days</u> of the Discontinue discharge

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When a Patient has a 'System Discharge'

- This is a CW-generated **Discharge Reason** when a patient gets admitted into another facility
 - When the **Transient** facility does not select 'Transient: Yes' when admitting the patient, it discharges the patient from your facility
- The **System Discharge** needs to be corrected by the facility that has it on their **Admit/Discharge Summary**
 - Contact the **Transient** facility and remind them to fix the Transient status to 'Yes'
 - Go to **Edit Admit/Discharge (in the Admit/Discharge Summary)** and remove/fix the **Discharge Date** and **Discharge Reason** for your facility

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Other Important CROWNWeb Tasks

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Verifying the Monthly 'PART'

- **PART: 'Patient Attributes and Related Treatment'** data verification for the prior month
- Helps facility catch errors such as:
 - Incorrect 'Transient' status
 - Missing/incorrect discharge information
 - Patient not admitted into the facility in the prior month
- Each patient should be verified for each month they are at the facility

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Accessing PART

- Access PART through the **Patients** tab in CW
 - Enter your **Facility CCN**
 - Click **Go**
 - Select your **Facility DBA Name**
 - **Display Results Per Page: 100**
 - Click **Search**
- Click the **Verification** column to sort patients by date last verified
- Review that **Admit/Discharge** and **Transient** status are correct
- Click **Verify** only if all data is correct
 - You can **Verify** multiple patients at once using the **All/None** checkbox

Home	Facilities	Patients	Personnel	Reports
Search Patients	Admit Patient	Gap Patients	PART	

Verification ▼
07/16/2014 Svetlana Lyulkin

Admit/Discharge	Treatment	Transient
06/13/2014 to Present	Dialysis Facility/Center Hemodialysis	Yes (33)

Search	Verify	pt
<input type="checkbox"/> All/None	Patie	
<input checked="" type="checkbox"/>		

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Correcting a Submitted CMS 2728 or 2746 Form

- Open a ticket with the Help Desk
 - Phone Number: 866.288.8912
 - Email: gnetssupport-esrd@hcqis.org
 - They will request patient's medical records to be sent by fax

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Processing Notifications

Home Facilities Patients Personnel Reports My Reports Clinical Form 2744 **Action List** REMIS Admin

- Go to the **Action List** tab
- Select each **Action Type**
 - Identity Notification
 - Event Notification
 - Accretion
- In **Action Status**, highlight all four options:
 1. Escalated
 2. New
 3. Reassigned
 4. Under Investigation
- Research each patient's notification and select the appropriate **Action**
- **Source 'Other'** represents another CMS patient database that has a different value than what is in CW – your facility should determine which data is correct

Action List - 174 Records Found

Filter for Actions

Action Type: REMIS Identity Notification

Action Status: Escalated, New, Reassigned, Under Investigation

Medicare Claim Number

Source	Value
OTHER	D
CROWNWeb	A

Action: Accept, Reject, Investigate

Comments

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Receiving a Network 18 Cleanup Report

- Each report contains:
 - Discrepancy/issue identified
 - UPI of the patient that needs attention
 - Date the report was generated
 - Clear, step-by-step instructions to resolve the issue
 - *Some reports indicate that a 'Response Requested'*
- Make any corrections necessary right away
- **Contact your corporate batch provider** if you make the correction but the UPI appears on the report again the following week

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Batch Submitted Data

- Batch uploads patient data into CW several times per month
- Not all patient data gets uploaded for any number of reasons, and some data does not upload correctly
- Review each UPI listed on the Cleanup Report and compare the CW data to what is in the corporate database
- Work with your corporate/batch Help Desk to resolve any ongoing problems of patient data not getting batched into CW correctly

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Merging Patient UPIs

- When admitting a patient as anything other than **'New ESRD,'** your admit should not be the first record in the **Admit/Discharge Summary**
- The patient may have another UPI already in CW
- Contact the facility from which the patient transferred to get the **primary** UPI
- Update the **Patient Attributes** with all available patient information (DOB, SSN, HICNum, Address)
- Email both UPIs to the Help Desk for a merge request gnetsupport-esrd@hcqis.org

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Removing Patient From CW

- If a patient has been admitted to your facility within CW but never arrived for treatment, were batched incorrectly, or the admission created a second UPI:
 - Go to **Clinical Summary** → click on an open **Clinical Month for your facility only** → delete the clinical data
 - Go to **Admit/Discharge Summary** → click on **Admit Date** for your facility → **Edit Admit/Discharge** → delete the record
- If you get an **error** indicating that this is the patient's 'only record' → go to **Patient Attributes** → **Edit** → delete the entire patient record

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Updating Facility/Personnel Info

- To update your facility information in CW:
 - Click on **Facilities** tab
 - Search for your facility by **CCN**
 - Review and update each **tab** regularly

Home	Facilities	Patients	Personnel	Reports	My Reports	Clinical	Form 2744	Action List
Search Facilities								
Edit Facility	View Personnel	View Default Preferences	Facility Attestation	Facility Ownership History				

- To **Update** or **Add Personnel** in CW:
 - Click on **Personnel** tab
 - **Search Personnel** to find or update a personnel record
 - **Add Personnel** if you searched but did not find the person

Home	Facilities	Patients	Personnel	Reports	My Reports	Clinical	Form 2744	Action List
Search Personnel		Add Personnel						

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Removing Personnel from CW

- When an employee leaves the facility permanently, make the record an **Inactive Record** by checking the box and selecting **Submit**

KEY PERSONNEL INFO
Inactive Record <input type="checkbox"/>

- ***DO NOT DELETE THEM***
- Contact the Help Desk **immediately** to deactivate a QIMS account for a former facility employee – it is a major security risk to keep it active

QualityNet Help Desk
866.288.8912
[Qnetsupport-
esrd@hccjis.org](mailto:Qnetsupport-esrd@hccjis.org)

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THANK YOU!

- data@nw18.esrd.net

