



## Best Practices (Forms Compliance) 2728 Timeliness

### Improvement Goals:

- 90 % or more of 2728 forms received at the Network 18 office within 45 days after the patient first starts chronic dialysis at my facility.
- 90 % or more of 2746 forms received at the Network 18 office within 30 days after the patient's date of death.
- 90 % or more of 2728 forms submitted without critical errors (elements are missing or inaccurate).
- 90 % or more of 2746 forms submitted without critical errors (elements are missing or inaccurate).

Problems You Identified	Actions and Steps You Took	Resources You Needed	Person(s) in Charge	How did you know the change was making a difference?
Poor Communications/ Coordination w/ Nephrologists	Kept running list of due forms and faxed periodically to nurse practitioner to follow-up with Nephrologists.	List of due forms and when submitted.	Social Worker, Nurse Practitioner	Continuing to do this should raise timeliness of forms.
Sending forms in on time.	Noted on desk calendar when due at Network. Noted last day to complete in time to send to Network or fax. In regards to 2728 I would note when MD came to clinic and by which visit the 2728 would have to be complete.	Desk Calendar	SW	Our compliance rates improved.
Obtaining nephrologists' signature on 2728 form.	1) Contact office manager @ nephrologists' office and explain importance of obtaining completed 2728 forms. Made agreement that SW will drop off 2728 @ MD's office and Office Mngr will assist in obtaining MD's sig. Once MD signs, Office manager agreed to call SW to notify that the form was ready to be picked up.  2) Pick up form from MD office.  3) Review form @ office in case MD forgot to complete a section.  4) Mail completed form to Network.	Communications with MD's Office Manager.	SW	1) Open communication w/ MD staff.  2) Obtain 2728 within 2 weeks because Office Manager is able to get MD to sign 2728.  3) More consistent return of 2728 forms.
Untimely completion of signature of MD office.	SW will be the one to complete all 2728 information based on info obtainable. MD then reviews the information included for accuracy.	Access to MD electronic medical records. Access to MD at least 2x month. Complete record from hospital. Access to hospital medical records. 2728 tracking sheet.	SW	When compliance improves.



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Problems You Identified	Actions and Steps You Took	Resources You Needed	Person(s) in Charge	How did you know the change was making a difference?
I needed to make sure that Pt was done and sent in in time frame allowed (45 days).	I have a chart that reads across: Name - Date Incenter - Date give to MD - Green copy to NW - Blue Copy to SSA I track date each section was done.	Chart		Never have to second guess how much time I have left to submit form and what has been sent where.
Getting 2728 forms back from the neph on time.	Turn 2728 into Nurse Practitioner (NP). Call within the week and remind NP. She then gets it back from neph and turns it into me.	A middle man (NP) who sees the MD more often than me.	SW	Continuously remind the NP to get the form back. Helps her to remember.
Late 2728 form	Secretary who does admissions fills out form on admission and gets signature.	Secretary in Nephrology office next door.	Secretary	If we meet the goals.