



Best Practices Ideas (Forms Compliance) 2746 Accuracy

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?
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, Nephrologists	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 information, 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.