



## Best Practices Ideas (Forms Compliance) 2746 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.
- X** 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?
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"> <li>1. Get letter from Nephrologists when patient enters hospice/hospital asking them to release information. Then if/ when patient dies, date and send letter.</li> <li>2. Send copy of medical release form previously signed by patient to hospital/hospice.</li> <li>3. Attempt to contact different person from hospital/ hospice who better understands that dialysis facility has right to this information.</li> </ol>	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.