

August EQRS Stakeholder Meeting-20240827_183831-Meeting Recording

August 27, 2024, 2:00PM (ET)

38m 8s

AK **Alissa Kapke** 0:20

Good afternoon.

We will get started in one moment.

Thank you all for joining.

We are going to get started in just a moment.

Good afternoon and welcome to the August 2024 EQR stakeholder meeting.

My name is Alissa Kapke and I am the project director for the End Stage Renal Disease Quality Programs Support contract. Today, my colleague Tricia Phulchand will be presenting an overview of the EQRS and then she will provide more detailed information on entering the vaccination data in the EQRS and today's presentation will also give an overview of the vaccination dashboard that is currently available in EQRS.

Then we will have a live Q&A session and at that time you may ask questions about what was presented or any other questions you may have related to entering or submitting data.

We will wrap up today's presentation with a recap of all of the upcoming dates and deadlines and the of the future ESRD QIP and discuss some EQRS events that will be hosted by our team.

If you would like to submit a question during the presentation, please click on the Q&A icon, which you will see at the top of your screen and we're showing here on this slide.

What it will look like and once you click on that Q&A icon you can select ask a question.

Then you might type your question in the box that will appear on the right hand side.

If for some reason you are not able to submit a question using this Q&A option, go ahead and submit your question in the chat box.

So next I'd like to briefly cover some of the results from our registration poll.

We appreciate those of you who responded, as it does help us plan events and

ensure we are addressing the issues that matter to you and at the level of knowledge

that you need among those who responded, we have a pretty good mix of experience with EQRS.

1/3 of you indicated you have little knowledge or just know the basics, but do not have an in depth knowledge of EQRS.

Nearly half of you indicated you are fairly knowledgeable, but still have some knowledge gaps and then 1/4 of you indicated you are experts but want to know more about some of the upcoming changes in EQRS for learning priorities, the majority of you indicated you were equally interested in all of the topics on today's agenda.

So now I will pass the presentation over to Tricia, who will begin with an overview of EQRS.

TP **Tricia Phulchand** 4:55

Thank you so much, Alissa.

Good afternoon.

As Alissa mentioned, my name is Tricia Phulchand.

I am the regional data manager for Quality Insights Inc and I oversee 3 ESRD networks.

I have 23 years of experience as a data manager and have worked with just about every iteration of the CMS data collection and tracking systems.

As Alissa mentioned, I'll be providing an overview of EQRS, sharing some resources and reviewing vaccination data entry, and the current vaccination dashboards available in EQRS.

EQRS stands for the end stage renal disease quality reporting system.

It is the CMS patient registry used to track ESRD patients whether they are on dialysis or have received a kidney transplant.

It's an essential data source for the ESRD quality incentive program, otherwise known as ESRD QIP, and it also collects patient demographics and clinical data, calculates Medicare coverage periods and measures, and scores the quality of care dialysis facilities provide.

So you may be wondering who in your clinic needs access to EQRS and why EQRS is expanding into the main source of information for our ESRD population.

This chart provides an idea of the staff in your clinic that may need access to EQRS and what they may need to see and do once in the system.

Now I'd like to review just some EQRS resources with you.

A question often posed by new users to EQRS is where should I begin?

I would advise visiting www.mycrownweb.org.

This site provides information on upcoming trainings and access to past trainings and recordings.

But before clicking on the education tab in the top right hand corner of the screen, I would like to point out the area that I have outlined in red on the left side by signing up here you'll receive information by email about system updates and trainings.

Now let's head to the Education tab.

Once on the education tab, you'll be able to access several EQRS resources, including HARP and EQRS Quick start guides, and several other resources.

This would also be the location to access the new user, training slides and recordings which are separated into specific topics for easier reference.

Now, as many of you know, flu season is just around the corner.

So I'd like to review some information on adding vaccination data into EQRS.

From the main screen, click on the patients tab.

Then under the patients tab, select search patient.

Please note that some changes were made to the patient search screen within the last month or so.

That being mentioned, to find a patient in EQRS, please enter either the patients full name or Social Security number or if available the patients EQRS ID number and the appropriate fields and click submit.

Once on the patient search result screen, go ahead and click on the patient's EQRS patient ID number.

By clicking on that number it brings you directly into the particular patients record that you would need to actually enter in the vaccination data.

So on the left hand side of the screen, please click on vaccinations.

The vaccination summary screen should now be displayed.

From here you can expand all to view existing vaccination data for all vaccination types, or click on each individual vaccination to add that vaccination information.

Earlier I noted that it's almost flu season, but I felt it would be helpful to review all three of the vaccination sections.

So I will begin at the top with hepatitis B.

Please also note that these screens are all similar and self explanatory, but] I will review and provide screenshots for each type of vaccination data entry.

To begin, we'll start with hepatitis B.

So on that line you would click on add vaccination data.

The first question asks if the patient received the vaccination.

Please indicate yes or no and follow the prompts to enter the required vaccination data.

You will be asked to enter the name of the vaccine and the date administered if the patient received the vaccination at another dialysis facility or another outside location, please select yes received at another facility and answer all required questions and fields.

Once complete, click add vaccination data to save your entry.

Now let's review the influenza information.

The influenza season, more commonly known as flu season, is almost upon us.

The Centers for Disease Control and Prevention, or CDC, recommends annual influenza vaccinations.

The reporting period in EQRS for the flu vaccines begins August 1st and ends on April 30th.

Credit will only be given for vaccines received during those dates to meet the current CMS vaccination projects.

For more information on meeting those project requirements, please contact your local ESRD network.

You can also visit the CDC site [For more information about influenza and the current influenza season.](#)

Now to manually enter influenza vaccination data, you're going to click on the add vaccination data on the line for influenza.

Review and enter the required vaccination data. Again.

If the patient did receive a vaccine outside of your facility, please select yes, received at another facility and complete the appropriate questions and prompts to enter the vaccine name, administration date, and whether or not there were any adverse reactions.

Then click add vaccination data to save your entry.

For pneumococcal vaccination data, again back on the vaccination summary screen for the line for pneumococcal, you're going to click add vaccination data.

As for the other data entry screens, just please enter the required vaccination data.

Once complete, click add vaccination data to save your entry.

Please note that the frequency of the pneumococcal vaccination is dependent on the type of vaccine received.

I'll provide a link for the CDC requirements when I review the new local vaccination dashboard.

If you need to edit any of the information for your vaccination data, you can do so by expanding all on the vaccination summary screen.

You're able to edit or delete entries for each type of vaccination by clicking on the vaccine section and then clicking the drop down for view or edit under actions next to the entry that needs modification.

2nd.

Now I'd like to review accessing the vaccination dashboards.

To access these dashboards, please click on reports and then select reports dashboards from the drop down menu.

The next screen will display the currently available clinical dashboards in EQRS.

A few updates have been made to the dashboards, including the addition of the national vaccination rates as seen in this first graph.

The second graph depicts the vaccination rate for this particular facility.

Many of you may be wondering why the rate is at 0 at this point, but please understand that this is because the data reflects each season, thus the flu season reset on August the 1st.

Please note that this data is refreshed almost instantaneously.

Thus, if you left the dashboard, went into a patient's record, manually entered influenza vaccination data for that patient, and returned to the dashboard, you should see the information reflected there.

This slide provides an idea of what the patient level data shows.

Please note that you can download this report and any patient level report for all of the currently available dashboards.

You can also see inclusion and exclusion criteria for this particular vaccination.

Similar to the influenza vaccination dashboard, the pneumococcal one also displays the national rates in the first graph, and the second depicts the vaccination rate for this facility.

Like the influenza dashboard, it updates almost instantaneously.

So again, if you were to leave this screen, go in and manually enter an information and come back, that information should be reflected on screen for you.

Here is another example of a patient level data report like the influenza dashboard, you can export and download this report for easier visibility.

I do know that many of you may have questions about eligibility and whether or not

a patient is considered fully vaccinated.

Each dashboard provides the inclusion and exclusion criteria.

This one also displays who is considered up to date versus fully vaccinated.

Additionally, it provides information on the different vaccinations and the link to the CDC website for your reference, so please visit that site to better understand the vaccination requirements.

You can also contact your local ESRD network to confirm vaccination requirements for the current CMS vaccination projects.

Thank you for your attention.

I'll now pass the presentation back to Alissa.

AK **Alissa Kapke** 16:39

Thank you, Trisha.

We do have some questions that have come in.

So before we get into what's coming up, let's cover some of these questions.

So one of the questions here is does it matter if a patient refuses for religious reasons or other reasons or no reason at all?

TP **Tricia Phulchand** 17:00

There should be an option for you to give for why the patient or there's an option for patient refusal on the vaccination screen so they can go ahead and select that option if it applies.

AK **Alissa Kapke** 17:14

OK.

And we have another question here.

What should they do if the vaccine name is not listed in EQRS?

TP **Tricia Phulchand** 17:25

If the vaccine name is not listed, I would recommend opening up a ticket with the quality net help desk and once that's done, that will be submitted to CMS.

I do know that there are a couple of there is one vaccine in particular that is not listed right now and it is under review with CMS and they're trying to figure out how soon that information can be updated in the system.

But for now, please open up a help desk ticket in regard to that.

TP **Alissa Kapke** 17:55

Thank you.

And I think that answers the question that just came in about the trivalent influenza vaccines.

Tricia Phulchand 18:06

Yeah, I can see some of them.

So I feel like I can jump in a little bit.

Susan, I see are the data on the dashboards real time or do they cover only close months and EQRS so two different things.

So we in regard to close months, I think you're referring specifically to the clinical dashboards.

So that's any of your laboratory values for HD and PD once the information is submitted, you should be able to view that information on the dashboard.

But I think that one may only be updated weekly if I'm not mistaken and that is listed on that page for on that dashboard.

Specifically, it tells you how often it's updated for the vaccinations vaccination ones.

As I mentioned, however, those are almost instantaneous.

I do know that they are currently in their continually updating the dashboards, so every once in a while there may be a lag or a slight delay in those instantaneous ones.

Excuse me, but you will be able to see them pretty quickly.

I hope that answers your questions, Susan.

AK **Alissa Kapke** 19:24

OK, I see one more, I don't know if you can answer this one, but we'll give it a go. Does an ESRD facility have to offer the COVID vaccination?

TP **Tricia Phulchand** 19:29

Sure.

I think depending on the facility in which you work is something you should really take up with your corporate offices.

That's not something that we can say you have to do or not.

Do I do currently know, however, that COVID vaccinations are part of the current

CMS projects that are working with your ESRD networks?

So in regard to whether or not you at your unit have to do that, I can't answer that question for you.

But I do know it is a project and it's encouraged still for you to encourage your patients to get COVID vaccines.

So I hope that answers the question and you can always, as I said, contact your local ESRD network in regard to that.

But they can't say it definitively that your unit has to supply the vaccine.

AK **Alissa Kapke** 20:30

Great.

Well, thank you.

That's all I'm seeing right now.

We'll go through the rest of the slides and then at the end we can open it up.

We're going to give people the opportunity to raise your hand if you want to ask any other questions and it doesn't have to be related to vaccinations.

So let's cover what's coming soon. We will be covering in the future the new medical personnel module that will be released and we have updates to the Form 2728 and 2746.

I just want highlight here, the updates to the 2728 and 2746 forms, we will be having a presentation next month.

Tricia will be covering in detail the updates in EQRS for the 2728 and 2746, but in these slides here you can actually click on these links and it'll take you right to the new forms too.

Here we're just showing the EQRS clinical data deadlines, the next one coming up is next week, September 3rd.

So that is for the June reporting month.

And then we have the annual screenings.

So the depression screening and follow up assessments for the assessment period of 2024 is due by March 3rd, 2025.

You may enter those screenings at any time during this year.

Same with the ICH CAHPS attestation that is also due March 3rd.

But again, you can you can attest at any time during this year.

And the facility commitment to Health Equity attestation, where collecting that now that is a new reporting measure that will be in the upcoming payment year which is

ESRD QIP payment year 2026.

Then we have the NHSN data submission deadlines.

We are now collecting data for quarter two from April through June.

The submission deadline is September 30th, so you have another month to get your quarter two data into NHSN and I'm just be careful with these deadlines.

You can submit the data after the deadline, but we will not be using those for quick calculations.

So Please ensure you get these in on time.

And just here, we're providing some additional links.

You can, if you want to, refer back to deadlines.

We also note there are some other resources for reporting requirements, including the data management guideline and the ESRD QIP successful reporting guide and these links will, if you click on these here, they'll take you right to those documents..

And, I know some of you have written in on the Q&A, but what we also wanted to give people an opportunity if you have any additional questions unrelated to vaccines or related to vaccines, you can try the raise a hand option and we can unmute you.

And so that you can ask your question.

In the meantime, I do see Tricia another question here.

I don't know if you can answer patient refusals are listed as medical and religious. Which one does CMS give credit for?

TP **Tricia Phulchand** 24:29

that I'm going have to do some investigation on to be quite honest with you with you.

I'll have to look into that and get back to you.

AK **Alissa Kapke** 24:40

OK.

If you could submit that as a service now question, then we can follow up.

when did you see your updated QIP scores?

I can answer that one.

So we just finished the preview period that ended August 15th.

CMS is now in the process of answering all of the inquiries and going through and doing any.

Corrections that might be needed.

The scores should be finalized by the fall, and reports generally come out late October, early November and in both.

You know we will be announcing when the final reports are available, and it is when the final reports are released is when you can see your updated scores.

TP **Tricia Phulchand** 25:34

I've been taking advantage of my help line and asking a couple of questions of my coworkers and in regard to the question about the refusal for either religious reasons or other reasons.

The belief is that they should be removed from the denominator, but we recommend that you contact your local ESRD network to discuss that, so hopefully that helps.

AK **Alissa Kapke** 26:07

OK.

And I see another question, do the immunizations batch over from E cube clinicals or do you have to put them all in manually?

TP **Tricia Phulchand** 26:17

For any type of vaccinations for I believe for Fresenius and DaVita definitively they batch that data in, so that's not something that you should have them manually enter into the system.

We always recommend, just as you do with clinical data, is to confirm that that information has made it across, but the dashboards are helpful for that, because if it's in there, you can easily export the report.

Take a look and if you had a question to say, Jane Doe isn't showing that they were vaccinated.

You can actually then manually go into their record, make sure that the vaccination is, see whether or not it's there or not, and double check your electronic medical records system within your organization.

And if for some reason that information did not batch over, I would contact your internal electronic medical record help desk.

So I know EQRS for seniors has their own individual has their own, but definitely check with them for some reason a patient did not batch over and you are quite aware that the patient actually received a vaccination.

AK **Alissa Kapke** 27:39

And how do they pull their report for the missing vaccinations?

TP **Tricia Phulchand** 27:44

OK.

So on the dashboard itself, if you go if you have access to EQRS, hopefully once you log in and it's, you can actually follow a little bit once these slides get loaded to mycrownweb.org on the reports top right hand corner, you're going to click on the dashboard reports.

Once you're on the dashboard reports screen, you can click on either the influenza vaccination dashboard or the new local.

Once on there, underneath the facility summary, there should be a patient level detail in the top corner where that patient level detail is on the right hand side there should be an option to expand and export that into a CSV similar to an Excel format and then you can look at that report there.

AK **Alissa Kapke** 28:45

OK.

One thing about the preview period, I have many inquiries still open.

The preview period is closed.

When will those be answered?

CMS aims to send out all responses within 45 days following the end of the preview period, which puts us right around the end of September.

That's the goal.

It also depends on the volume of inquiries and the you know if there's any corrections that need to be made.

But the goal is to have them all answered by the end of September.

And then I see.

Is there a guide we can follow about the Health Equity measure so that we can, confidently attest on it?

If you can go ahead and just submit that as a help desk question, we can we can provide more information on that.

There is the ESRD measures manual.

Umm that you can you can look up information there, but you know we can also help

you through a help desk ticket..

I'm not seeing any hands raised.

Did we get all of the questions so far?

I know some people are asking when the slides will be available.

We are working to get those posted to mycrownweb.org following the meeting.

There was another question about when can you register for the our next presentation which will be on the 2728 and 2746 changes.

Look for that next week.

We're aiming to get that out on September 3rd.

So and then you can register anytime up until the event.

TP **Tricia Phulchand** 30:42

Does anyone have any other questions?

AK **Alissa Kapke** 30:56

Looks like there's another question.

Tricia for a medical or religious refusal.

What documentation would be necessary in the patient's medical record to that as appropriate response if audited, IE a note written by the physician?

TP **Tricia Phulchand** 31:14

Hi Lynn.

Nice to see your question.

I would really advise you contacting your local ESRD network in regard to that.

They should be able to assist you in answering that question.

AK **Alissa Kapke** 31:40

Right.

Well, I think I'm not seeing any other., let's see other is there a schedule for all future presentations outside of the one next month?

We do plan on having monthly presentations.

The topics will vary and they will generally be around this time, but we don't have anything written in stone yet.

It you know we will try to better next presentation.

We can map out what's planned for the next few months, but if there's presentations

people would like to see, you know where we'd love to hear your feedback, you know, certain topics I did, we see a question earlier about the new user training. We won't be having the monthly new user trainings and as you know, as these presentations, but the presentations themselves are available on the education tab on mycrownweb.org and we will be updating those.

You know, there have been changes in EQRS, so we're working to update screenshots and any other relevant information, so be on the lookout.

We will send out some notifications when that information is updated.

Hey.

Well, thanks everyone for these great questions.

Again, you know, if you have things you would like us to present on you, you could contact us.

One way to do that would just be submitted ServiceNow question we see all of those and this is good timing.

So how to do that is you know if you have a question or a request, go ahead and submit a ticket through service now or you can also email This queue net support email address and also call the you can call the help desk if you prefer that route.

And as I mentioned, oh, I had the date wrong.

Our actual the date for the 2728 and 2746 presentation is going to be September 17th and so bring all of your questions and we will do our best to answer them and we look forward to seeing you all then and again I everything is planned for 2:00 PM Eastern Time.

And as I mentioned, all of the recordings and slides will be posted on mycrownweb.org on the events tab.

TP **Tricia Phulchand** 36:11

Is it true we can sign the 2728 form in any color ink?

If you just want to confirm, yeah.

OK, right now I do believe that that is the case.

Uh, there are of course a lot of changes that are coming up with the 2728 form.

And right now, I don't think that there is an issue.

We're confirming guidance from CMS on that, but I know what the upcoming changes to the form.

I think that that blue ink requirement is probably going to be going to the wayside. So UM, I hopefully will have more information to be able to give you a definitive answer on the 2728 training, but I believe that that is going to the wayside and the very.

Soon or it's going to be going to the wayside.

Anything else?

Any other questions?

Did that semi answer your question?

AK **Alissa Kapke** 37:28

And.

Yeah, I'm not seeing any other questions.

TP **Tricia Phulchand** 37:38

OK.

AK **Alissa Kapke** 37:41

Great.

Well, again, yeah.

TP **Tricia Phulchand** 37:42

Thank you very much.

AK **Alissa Kapke** 37:44

You know, if you have other questions, just feel free to submit them to the help desk and we'll get back to you as soon as we can.

Otherwise, thank you all for joining and we will see you next month.