

MEETING AGENDA

CREATING A CULTURE OF QUALITY:

Listen ~ Hear ~ Empower ~ Change

The Critical Role of Communication in Improving ESRD Patient Safety

September 17-18, 2013

Sheraton Baltimore City Center Hotel

101 West Fayette Street

Baltimore, Maryland 21201

Phone: (410) 752-1100

For further information, please visit www.esrdnetworks.org

A renal community collaboration presented by the Forum of ESRD Networks in partnership with DaVita, DCI, Fresenius, the Renal Physicians Association, the American Nephrology Nurses Association, the National Renal Administrators Association, the National Kidney Foundation and the Forum's Beneficiary Advisory Council.



CONFERENCE AGENDA

September 17, 2013 (as of August 7, 2013)

- 7:15 AM REGISTRATION & EXHIBITS
- 7:45 AM WELCOME & OPENING REMARKS
Jay Ginsberg, MD, MMM
- 8:00 AM KEYNOTE
Jonathan Blum, BA, MA, Acting Principal Deputy Administrator, CMS
- 9:00 AM ORGANIZED CHAOS? IDENTIFYING BARRIERS IN CARE TRANSITIONS
Physician: Jeffrey Perlmutter, MD
RN: Maribeth Sommer, RN, CNN
ESRD Patient: Maggie Carey, Chair, Forum Beneficiary Advisory Council
- 9:30 AM BREAK & EXHIBITS
- 10:00 AM A MODEL TO OVERCOME TRANSITION BARRIERS IN TRANSPLANTATION
Richard N. Formica Jr., MD
- 10:45 AM PANEL DISCUSSION: MODELS TO OVERCOME TRANSITION BARRIERS
Moderator: Jean Moody-Williams, RN, MPP
CMS: Teresa Casey, RD, LD
CMS: Shiree Southerland, PhD, RN, BSN
Forum: Cynthia Kristensen, MD
RPA: Renee Garrick, MD
ESRD Patient: Maggie Carey
- 12:15 PM NETWORKING LUNCHEON (*provided*)
- 1:30 PM VIDEO VIGNETTES: WHAT DOES A CULTURE OF SAFETY MEAN FOR PATIENTS?
- 1:45 PM DIALYSIS PATIENT SAFETY REVISITED: HOW SAFE IS HEMODIALYSIS IN 2013?
Alan Kliger, MD
Jenny Kitsen, BA
- 2:30 PM NEW ASPECTS OF THE CORE SURVEY
Judith Kari, MSSW, ACSW, LICSW
- 3:00 PM USING THE CORE SURVEY TO DETERMINE THE SAFETY CULTURE IN A FACILITY
Bonnie Greenspan, RN, BSN, MBA
- 3:45 PM BREAK & EXHIBITS
- 4:15 PM WITH SAFETY AND JUSTICE FOR ALL: TECHNIQUES FOR CREATING A CULTURE OF SAFETY
Bonnie Noble, PhD, RN
- 5:30 PM ADJOURN to RECEPTION & POSTER EXHIBITS



CONFERENCE AGENDA

September 18, 2013 (as of August 7, 2013)

- 7:45 AM OPENING REMARKS
Jay Ginsberg, MD, MMM
- 8:00 AM VIDEO VIGNETTES: DIALYSIS: THE PATIENT PERSPECTIVE
- 8:15 AM HELPING PATIENTS TO SPEAK OUT USING THE PIC/NIC TECHNIQUE
Derek Forfang, Vice-Chair, Forum Beneficiary Advisory Council
- 9:15 AM BREAK & EXHIBITS
- 9:45 AM INCREASING & ACCEPTING PATIENT INPUT: MOTIVATIONAL INTERVIEWING
Patricia B. McCarley, MSN, RN, AC-NP, CNN
- 10:45 AM PANEL DISCUSSION: PATIENT CENTERED CARE TOOLKIT
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| <i>Moderator:</i> | <i>Patrick Conway, MD, MSc</i> |
| <i>Forum Medical Advisory Council:</i> | <i>Donald Molony, MD</i> |
| <i>Forum Medical Advisory Council:</i> | <i>Brian Murray, MD, FACP, FRCPI</i> |
| <i>Forum Beneficiary Advisory Council:</i> | <i>Virna Elly</i> |
| <i>Forum Beneficiary Advisory Council:</i> | <i>Thomas Carr</i> |
| <i>DaVita:</i> | <i>Becky Lee, RN</i> |
- 12:00 PM CLOSING REMARKS
Jay Ginsberg, MD, MMM



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CONFERENCE FACULTY

Jonathan Blum, BA, MA

Maggie Carey

Tom Carr

Teresa Casey, RD, LD

Patrick Conway, MD, MSc

Virna Elly

Derek Forfang

Richard Formica, MD

Renee Garrick, MD

Bonnie Greenspan, RN, BSN, MBA

Judith Kari, MSSW, ACSW, LICSW

Jenny Kitsen, BA

Alan Kliger, MD

Cynthia Kristensen, MD

Becky Lee, RN

Patricia B. McCarley, MSN, RN, AC-NP, CNN

Donald Molony, MD

Jean Moody-Williams, RN, MPP

Brian Murray, MD, FACP, FRCPI

Bonnie Noble, PhD, RN

Jeffrey Perlmutter, MD

Maribeth Sommer, RN, CNN

Shiree Southerland, PhD, RN, BSN

Centers for Medicare and Medicaid Services (CMS)

Forum's Beneficiary Advisory Council, Network 11

Forum's Beneficiary Advisory Council

Centers for Medicare & Medicaid Services (CMS)

Centers for Medicare & Medicaid Services (CMS)

Forum's Beneficiary Advisory Council, Network 5

Forum's Beneficiary Advisory Council, Network 17

Yale University School of Medicine

Westchester Medical Center/NY Medical College

BBG Consulting LLC

Centers for Medicare & Medicaid Services (CMS)

Renal Physicians Association Patient Safety Committee

Yale University School of Medicine

Denver Nephrology Group, Network 15

DaVita

Fresenius Medical Care, NA

U of Texas Medical School in Houston, Network 14

Centers for Medicare & Medicaid Services (CMS)

University of Buffalo, NY, Network 2

The Ondina Group

Dialysis Services at Holy Cross Hospital, Network 5

DaVita

Centers for Medicare and Medicaid Services (CMS)

CE INFORMATION

This activity has been submitted to the American Nephrology Nurses' Association for approval to award contact hours. The ANNA is accredited as an approver of Continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

CE's for Social Workers are pending approval with ASWB: The National Kidney Foundation Council of Nephrology Social Workers, Provider #1014, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. The NKF of Nephrology Social Workers maintains responsibility for the program. Social workers participating in this course will receive 11.3 continuing education clock hours.

We acknowledge NKF CNSW DC Metro and Maryland Chapters for their collaboration in the accreditation of this program.

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CONFERENCE FACULTY BIOS

JONATHAN BLUM, BA, MA, is Acting Principal Deputy Administrator and Director of the Center for Medicare at the Centers for Medicare and Medicaid Services (CMS). He is responsible for overseeing the regulation and payment of Medicare fee-for-service providers, privately-administered Medicare health plans, and the Medicare prescription drug program. The benefits pay for health care for over 50 million elderly and disabled Americans, with an annual budget in the hundreds of billions of dollars. Over the course of his career, Mr. Blum has become an expert in the gamut of CMS programs. He served as an advisor to the Senate Finance Committee members and its current chairman, Sen. Max Baucus, where he worked on prescription drug and Medicare Advantage policies during the development of the Medicare Modernization Act. He focused on Medicare as a program analyst at the White House Office of Management and Budget. Prior to joining CMS, Mr. Blum was a Vice President at Avalere Health, overseeing its Medicare and Long-Term Care Practice. He holds a Master's degree from the Kennedy School of Government and a BA from the University of Pennsylvania.

MAGGIE CAREY is Chair of the Forum's Beneficiary Advisory Council, Chair of Network 11's Patient Advisory Committee and has served on Network 11's Executive Committee and Medical Review Committee. She has also served as a Peer Resource Consultant Trainer. Ms. Carey is the 2nd of four family generations with polycystic kidney disease which has led to her interest in pediatric nephrology and advocating for patients who cannot do so for themselves. She will soon celebrate 17 years with a functioning kidney transplant.

TOM CARR is a patient representative to the Forum's Beneficiary Advisory Council. He is the founder and President of Patients4Patients.org a 501c3 Federally Registered non-profit organization designed to help new patients adapt to life on dialysis. Mr. Carr has published articles in a number of professional journals and has authored "A View From the Chair: A beginners guide to life on dialysis."

TERESA CASEY, RD, LD, is Director of the Division of ESRD, Population and Community Health within the Quality Improvement Group of CMS. Her Division is responsible for overseeing the ESRD Network Program, and the "Integrate Care for Populations and Communities" and the "Improve Health for Populations and Communities" Aims of the Quality Improvement Organization 10th Statement of Work. In addition to her in-depth knowledge of policy, regulation, and quality improvement, Teresa has extensive clinical expertise and has served as an advisor to the Quality Improvement Group's End Stage Renal Disease Program and served as a leader for the Quality Incentive Program team. She has nine years of clinical experience in the outpatient dialysis setting, with 16 years as a registered dietitian. She has presented at a number of conferences including the CMS Annual QualityNet Conferences, CMS Open Door Forums, ANNA Sessions, RPA Meetings, Kidney Interagency Coordinating Committee meetings, and the ESRD State Surveyor Training Seminar.



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PATRICK CONWAY, MD, MSc, is Chief Medical Officer for the Centers for Medicare & Medicaid Services (CMS) and Director of the Office of Clinical Standards and Quality. He is a practicing pediatric hospitalist, completed pediatrics residency at Harvard Medical School's Children's Hospital Boston, and graduated with High Honors from Baylor College of Medicine.

VIRNA ELLY is the ESRD Network 5 patient representative to the Forum's Beneficiary Advisory Council. She is currently the Project Management Office (PMO) Director/Deputy Program Director for a CMS contract. She has been a diabetic for 33 years, an ESRD patient for 9 years, and will soon celebrate 8 years with a functioning kidney/pancreas transplant. Ms. Elly's interests include leveraging social media to improve healthcare outcomes, patient engagement and bridging the gap between patients and providers.

DEREK FORFANG is Vice-Chair of the Forum's Beneficiary Advisory Council and BAC Representative to the Forum's Medical Advisory Council. He is Chair of Network 17's Patient Leadership Committee, member of their Medical Review Board and Board of Directors. In the past Mr. Forfang served as Volunteer Chair for the American Diabetes Association. He has been an ESRD patient since 1999 utilizing various treatment modalities including transplantation, peritoneal dialysis, traditional hemodialysis, and currently nocturnal hemodialysis. His career in contract management and business planning at the corporate level contributes to his current interest in empowering patients to be engaged and to take a lead role in their Care Team.

RICHARD N. FORMICA Jr., MD, is Associate Professor of Medicine and Surgery at Yale University School of Medicine. He has academic interests translational and clinical areas of transplantation research. He serves as a local PI on two NIH sponsored Clinical Trials in Organ Transplantation. In addition he has clinical research interests in process and quality improvement in transplantation. Dr. Formica has been a member of the AST since 1999 and has served on the Practice Guidelines Committee, the Patient Care and Education Committee, the Renal Accreditation Committee and the Public Policy Committee. Dr. Formica graduated from Boston University with a degree in chemistry and Boston University School of Medicine. He joined the faculty of Yale University School of Medicine in 1999 and currently serves as the Director of Transplant Medicine, the Director of the Outpatient Transplantation Service, the Medical Director of Adult and Pediatric Kidney Transplantation and Medical Director Pancreas Transplantation.

RENEE GARRICK, MD, is Executive Medical Director and Vice Dean at Westchester Medical Center/ NY Medical College and Medical Director at DCI Inc. Dialysis, Hawthorne, NY. She currently serves on the ESRD council of the IPRO- ESRD Network in NY State and has previously served on the Medical Review Board of the New York ESRD Network. Dr. Garrick has also served as Chairperson for the Dialysis Workgroup for the Planning Committee of the New York State Department of Health Hospital Review and Planning Council.



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JAY GINSBERG, MD, MMM, has served as Vice-Chairperson and Past MRB Chairperson for Network of New England. He has also served as a member of the Forum Board of Directors and is Past Chair of the Forum's Medical Advisory Council (MAC). Dr. Ginsberg is a member of Southeastern Connecticut Nephrology Associates and Chief Medical Officer of Renalogic.

BONNIE GREENSPAN, RN, BSN, MBA, is founder of BBG Consulting LLC, organizing care delivery and QAPI for the last 38 years as a dialysis nurse, nurse executive, consultant to CMS for survey and certification support and consultant to providers interested in exploring opportunities to get more from their QAPI programs.

JUDITH KARI, MSSW, ACSW, LICSW, is the National Technical Director of the ESRD Survey & Certification Program for the Centers for Medicare & Medicaid Services (CMS).

JENNY KITSEN, BA, is the former Executive Director for the ESRD Network of New England and has over 42 years of experience in the field of ESRD management. She is a nationally recognized leader who has contributed her expertise to numerous national committees, professional organizations and health oriented foundations. She has served over 24 years on the Board of the Forum of ESRD Networks. She is a recipient of local and national awards for her contributions to the improvement of healthcare for renal patients. Ms. Kitsen has specific interest in and has published articles on topics related to quality improvement, end of life management and ESRD public policy.

ALAN KLIGER, MD, is a Clinical Professor of Medicine, Yale University School of Medicine, and Vice President, Chief Quality Officer, Yale New Haven Health System. He served formerly as Senior Vice President, Chief Medical Officer, Hospital of Saint Raphael, New Haven Connecticut. He is a past president of the Renal Physicians Association, and serves on its Quality, Safety and Accountability Committee. He is a past president of the Forum of ESRD Networks. He is chairman of the steering committee for the NIH Frequent Hemodialysis Study, a national prospective randomized study of in-center daily and home nocturnal hemodialysis. Dr. Kliger has received several teaching awards from the Yale house staff, and in February 2000 was the recipient of the James Colangelo award of the Connecticut National Kidney Foundation for distinguished service to the renal community. In September 2003, he received the Maureen Lundin aakpRENALIFE Award from the American Association of Kidney Patients.

CYNTHIA KRISTENSEN, MD, is Past-President of the Forum Board of Directors and member of the Forum's Medical Advisory Council (MAC). She is also a member of the Medical Review Board and Board of Directors for ESRD Network 15. Dr. Kristensen is a physician with the Denver Nephrology Group and the Medical Director at DaVita Dialysis in Parker, CO.

BECKY LEE, RN, is Director Clinical Services, Disease Management at DaVita Village Health. Her previous experience includes Sr. Director Clinical Services Integrated Care Management, Sr. Director Quality, FHP, ESRD C-SNP; oversight of accreditation for Renal Disease Management NCQA, URAC; Director Clinical Services, Quality, Renaissance Healthcare.



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PATRICIA B. MCCARLEY, MSN, RN, AC-NP, CNN, is Director of Clinical Operations, FMC-NA. Previously she was a nephrology nurse practitioner at Diablo Nephrology Medical Group in Walnut Creek, California. She received her BSN and MSN from Vanderbilt University. Ms. McCarley has authored many publications and speaks frequently. She is active in ANNA having served on local, regional and national committees.

DONALD MOLONY, MD, is Chair of the Forum's Medical Advisory Council and member of the Forum Board of Directors. He is also the Chair of the Medical Review Board for ESRD Network 14. Dr. Molony is a Professor of Medicine in the Division of Renal Diseases and Hypertension and in the Center for Clinical Research and Evidence-Based Medicine at the University of Texas Medical School in Houston and Professor of Medical Subspecialties at M.D. Anderson Cancer center.

JEAN MOODY-WILLIAMS, RN, MPP, is the Director for the CMS Quality Improvement Group (QIG), whose mission is to promote efficient, effective, timely, equitable, person-centered and safe care for Medicare beneficiaries. She has responsibility for the operation of the Quality Improvement Program and the End Stage Renal Disease Networks. Jean also leads many of the agency's Value Based Purchasing programs in hospitals and End Stage Renal Disease facilities.

BRIAN MURRAY, MD, FACP, FRCPI, is a member of the Forum's Medical Advisory Council (MAC) and Chair of the Medical Advisory Board of the ESRD Network of New York. Dr. Murray is an Associate Professor of Medicine at the University of Buffalo and a fellow of both the American College of Physicians and the Royal College of Physicians of Ireland. His clinical practice is based at Erie County Medical Center where he served as Medical Director of Dialysis from 1988-2008. In 2008 he was appointed Chief Medical Officer and in 2011 Program Director of the Renal/Pancreas Transplant Program. He served for many years, as Chairman of the Medical Advisory Board of the National Kidney Foundation of Western New York and in 2004 received that organization's Gift-of-Life Award. In 2004 he received a BEST OF THE BEST award from the Niagara Health Quality Coalition for health care innovation and in 2010 he was awarded ECMS's Distinguished Physician Award.

BONNIE NOBLE, PhD, RN, is Founder & Principal of The Ondina Group with more than twenty years of success leading operations, performance improvement and organizational change initiatives, strategic planning and performance measurement, and high level business development strategies. She holds a PhD in Organizational Psychology, is a Certified Professional in HealthCare Quality (CPHQ), Certified in Patient Safety, and has achieved both Lean and Balanced Scorecard certifications.



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JEFFREY PERLMUTTER, MD, is a member of the Forum's Medical Advisory Council (MAC), Chair of the Medical Advisory Board of the Mid-Atlantic Renal Coalition and a member of its Board of Directors. Dr. Perlmutter is the Medical Director of Dialysis Services at Holy Cross Hospital and the Medical Director for DaVita Silver Spring dialysis center. He holds a voluntary appointment at the Uniformed Services University of the Health Sciences in Bethesda, Maryland where he teaches first and second year medical students. Dr. Perlmutter received his medical degree from Columbia University, received his internal medicine training at George Washington University and his nephrology fellowship at the University of Pennsylvania. He has been an active member of The National Kidney Foundation serving the National Capital Area since 1995, chairing many committees and in 2007-2008 served as Chairman of the Board. He remains an active member of the Board of Directors.

MARIBETH SOMMER, RN, CNN, is Vice President of Clinical Services at DaVita with over 25 years of Nephrology experience. Her background includes experience in Acute and Chronic Hemodialysis, Home Dialysis training and several education, management and quality roles including Senior Clinical Educator at Everest Healthcare Services. Ms. Sommer is a member of the American Nephrology Nurses Association and is a Certified Nephrology Nurse.

SHIREE SOUTHERLAND, PhD, RN, BSN, currently works as a Health Insurance Specialist in the Center for Clinical Standards and Quality (CCSQ) in the Quality Improvement Group (QIG) at the Centers for Medicare and Medicaid Services (CMS). Primary responsibility include serving as a Government Task Leader on the Integrating Care for Populations and Communities (ICPC) Aim within the Quality Improvement Program (QIO.). In this capacity Dr. Southerland serves as a Subject Matter Expert and provides technical assistance along with guidance to the National Coordinating Center (NCC) as well as 53 QIOs nationwide. Prior to joining CMS, Dr. Southerland worked at the Health Resources and Services Administration in the Bureau of Primary Health Care providing technical direction in all aspects of grant management to community health centers located in rural North and South Dakota. Dr. Southerland maintains her clinical practice as a bedside nurse working in the areas of Medicine, Research, Hospice/Palliative Care, Surgical Oncology, and Surgical Intensive Care. Throughout her career Dr. Southerland continues to teach at the University level both online and face-to-face in the areas of Public Health, Gerontology/Behavioral Health, and Nursing at various Universities.