

SHARING HIGHLY EFFECTIVE PRACTICE

The Forum of ESRD Networks has defined a **Highly Effective Practice** as:
A procedure or set of processes that has been shown by research and/or experience to produce optimal results and that is established or proposed a practice suitable for widespread adoption.

Title/Name of Project: Second Chance: A 90-Day Trial Basis Program
Area of Interest: Other: Involuntary Discharge and Access to Care
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DESCRIPTION & OUTCOMES: The Second Chance program originated with the idea that patients who have been involuntarily discharged from a facility need an alternative option for getting dialysis treatment in a facility instead of a hospital. The program was developed with feedback from the Medical Review Board (MRB), Board of Directors (BOD), and State Survey Agencies (SSA). The Network is contacted by a patient or staff member, then a member of the Patient Service's department assesses the eligibility of the patient for the trial basis. If deemed an acceptable candidate, the Network collaborates with the patient and facility to develop an Expectations of Treatment Agreement. During this time, the patient is deemed unstable and is reassessed monthly throughout the trial basis. The Network notifies the SSA of implementation. If the placement is unsuccessful, the facility may proceed with a no-fault discharge, the Network will provide the facility with a no-fault letter and notify the SSA. The facility is not required to submit the customary involuntary discharge paperwork to the Network. If the placement is successful, the patient will be admitted as a permanent patient at the facility. The program provides a continuum of support for patients and staff throughout the duration of the 90-day trial basis. To date, Network 8 has placed five patients in the program with three (60%) of those being successful.

Benefits:

1. Cost savings
2. LDO collaboration
3. Fosters patient and family engagement
4. Improves communication with facility staff and patients
5. Allows the Network to serve as a mediator and support the patient and facility staff

Challenges:

1. Reluctance to utilize the program due to lack of support in the Conditions for Coverage
2. Fear of patient's behavior
3. Placement timeframes
4. Patient anxiety

EXPLAIN WHY THE PROJECT/ACTIVITY IS A HIGHLY EFFECTIVE PRACTICE: Access to care issues often occur after an involuntary discharge. Once a patient is discharged, it is difficult to obtain a new nephrologist or dialysis facility. This results in patients reporting to the emergency department to seek treatment. This program provides patients who have been involuntarily discharged with a second chance to receive dialysis treatment in a facility instead of the hospital setting.

WERE ANY FORUM/NETWORK TOOLS/INTERVENTIONS USED? Yes, Network 8 developed a policy for the Second Chance program, along with a sample expectations of treatment agreement and no-fault letter.

**The policy and 2 sample forms referenced above are available as separate downloads from the Forum website and are being shared for use by the community.*

This Best Practice was received by the Forum on June 3, 2020, and approved by the the Forum's Sharing Highly Effective Practice Review Committee on June 19, 2020.