

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:** IPRO Learn  
**Area of Interest:** Leadership/Staff Development  
**Name of Organization/Contact:** Vicky Cash, RN, BSN, MBA – Executive Director  
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**DESCRIPTION & OUTCOMES:** ESRD and Transplant program interdisciplinary team is overwhelmed with email correspondences, meetings, and requests for information coming from a multitude of sources. To streamline these forms of communication, the IPRO ESRD Network program designed a "One Stop Shop" for all quality improvement information sharing called IPRO Learn. Each month on this platform, IPRO shares a multitude of resources for each of CMS' quality improvement initiatives, offers CEs for educational offerings, hosts a library of toolkits for each CMS initiative, promotes use of discussion boards for quality improvement work, and provides announcements and updates that serve the community. Communications can be tailored to a particular geographic area or set of facilities so the Network can also target communications in particular areas of focus to specific providers versus the service area. IPRO provides a group login so multiple staff can access and use the resources; a patient-facing platform that will offer many of the same features is in development.

**EXPLAIN WHY THE PROJECT/ACTIVITY IS A HIGHLY EFFECTIVE PRACTICE:** Prior to the development of IPRO Learn, stakeholder surveys noted that the amount of email communications and requests from the Network was overwhelming. Feedback from current stakeholder surveys notes that IPRO Learn has reduced that burden of organizing Network efforts. IPRO has also been able to obtain responses about the information shared consistently from 80% of its Network population. In the past to gather data from the service area required the Network to survey participants multiple times, often only reaching a 60% return value. The ability to hear at the end of each month from a robust population of the community has helped IPRO target efforts, improve its outreach, and design interventions to meet the needs of providers in real time. Any provider who is seeking information to help support their quality improvement effort has an established library of resources in topic-specific toolkits and can access all resources the Network has shared in the past to download and use as necessary. The convenience, consolidation, and multi-functionality of the system have eased facility burden interacting with the Network in this difficult time of staffing shortages and pandemic-related issues.

**WERE ANY FORUM/NETWORK TOOLS/INTERVENTIONS USED?** In each of the toolkits, as applicable, IPRO has the Forum toolkits that fit the specific focus area. IPRO promotes the Forum toolkits as interventions to use and often assigns a review of a Forum toolkit chapter as one of the monthly activities.

*This Highly Effective Practice was received by the Forum on October 14, 2022, and approved by the Forum's Sharing Highly Effective Practices Review Committee on January 25, 2024.*