



# DIALYSIS CARE

## QUALITY IMPROVEMENT CONFERENCE

**Main Conference: January 25<sup>th</sup> -26<sup>th</sup>, 2016**  
**Workshops: January 27<sup>th</sup>, 2016**  
**Orlando, Florida**

The Centers for Medicare & Medicaid Services (CMS) administer the End-Stage Renal Disease (ESRD) Quality Incentive Program (QIP) to promote high-quality services in outpatient dialysis facilities treating patients with ESRD. As a component of the induction of the ESRD QIP, the CMS will reduce payments by up to 2% to ESRD facilities that do not meet performance standards.

By attending the Dialysis Care Quality Improvement Conference, you'll join the leaders in this field to tackle the challenges of meeting performance standards in the ESRD QIP. Through enhanced care coordination, beneficiaries will have a more patient-centered care experience, improving health outcomes and boosting overall provider performance scores.

### *Conference Themes*

|                                             |
|---------------------------------------------|
| Reporting, Data Analytics, and Action Plans |
| Care Coordination                           |
| Patient Education                           |
| Comorbidities                               |

\*All Presentations will be held in (Orlando, Florida)

### **DAY 1: MONDAY, JANUARY 25TH, 2016**

|                     |               |                                                                                                                 |
|---------------------|---------------|-----------------------------------------------------------------------------------------------------------------|
| 8:30 am – 9:00 am   |               | Registration Check-In & Networking Breakfast                                                                    |
| 9:00 am – 9:05 am   |               | Opening Ceremonies<br><b>Welcome:</b> Ellie Pohl, Research Director, GHP Network                                |
| 9:05 am- 9:10 am    |               | <b>Opening Remarks from the Program Chair</b>                                                                   |
| 9:10 am - 9:50 am   |               | <b>KEYNOTE ADDRESS – The ESRD QIP: Vision for Quality</b>                                                       |
| 9:50am – 10:30 am   |               | <b>Breaking Down the Silos: Striving for Seamless Care Delivery Across the Continuum of Care</b>                |
| 10:30 am – 11:00 am |               | Networking Break - Tea & Refreshments                                                                           |
| 11:00am – 11:40am   | Exhibits Open | <b>CASE STUDY - Developing Concise Documentation and Reporting to Help Avoid Penalties</b>                      |
| 11:40am -12:20pm    |               | <b>Protocol Tactics for Ease and Success with NHSN Dialysis Event Reporting</b>                                 |
| 12:20 pm – 1:20 pm  |               | Networking Lunch Break                                                                                          |
| 1:20pm -2:00pm      |               | <b>CASE STUDY - Analyzing Quality Improvement One Measure at a Time through Dialysis Care Infection Ratings</b> |
| 2:00pm -2:40pm      |               | <b>CASE STUDY - “The Grievance Project.” Setting an Action Plan for Boosting ICH CAHPS Scores</b>               |
| 2:40 pm – 3:10 pm   |               | Networking Break - Tea & Refreshments                                                                           |

|                     |  |                                                                             |
|---------------------|--|-----------------------------------------------------------------------------|
| 3:10pm – 3:50pm     |  | <b>True Quality Exceeds Compliance</b>                                      |
| 3:50pm – 4:30pm     |  | <b>PANEL DISCUSSION – Ensuring Star Ratings Equal Quality Dialysis Care</b> |
| 4:30pm – 4:45pm     |  | <b>Closing Remarks from the Program Chair</b>                               |
| 4 : 4 5 p m - e n d |  | Cocktail Hour & Networking Reception<br><i>SPONSORED BY GHP NETWORK</i>     |

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**DAY 2: TUESDAY, JANUARY 26TH, 2016**

|                     |                                  |                                                                                                                        |
|---------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------|
| 8:30 am –9:00 am    | Networking Breakfast             |                                                                                                                        |
| 9:00 am – 9:10 am   | Exhibits Open (Orlando, Florida) | <b>Opening Remarks from the Program Chair</b>                                                                          |
| 9:10 am - 9:50 am   |                                  | <b>Future Directions for ESCO Initiatives</b>                                                                          |
| 9:50am – 10:30 am   |                                  | <b>Quality Coordinated Care While Cutting Costs</b>                                                                    |
| 10:30 am – 11:00 am |                                  | Networking Break - Tea & Refreshments                                                                                  |
| 11:00am – 11:40am   |                                  | <b>Decreasing Dialysis Care Related Infections for Higher Quality Ratings</b>                                          |
| 11:40am -12:20pm    |                                  | <b>CASE STUDY - Reducing Readmissions of Renal Patients with Falls Risk Screenings</b>                                 |
| 12:20 pm – 1:20 pm  |                                  | Networking Lunch Break                                                                                                 |
| 1:20pm -2:00pm      |                                  | <b>CASE STUDY - Enhanced Patient Education: Increasing Compliance for Patients with Comorbidities</b>                  |
| 2:00pm -2:40pm      |                                  | <b>CASE STUDY - The Unspoken Comorbidity: Managing Depression for Increasing Patient Quality of Life and Adherence</b> |
| 2:40 pm – 3:10 pm   |                                  | Networking Break - Tea & Refreshments                                                                                  |
| 3:10pm – 3:50pm     |                                  | <b>CASE STUDY - Interactive Education for Enhanced Patient Understanding</b>                                           |
| 3:50pm – 4:30pm     |                                  | <b>CLOSING KEYNOTE ADDRESS – Inspiring Hope &amp; Changing Culture: The Future of Patient Engagement</b>               |
| 4:30pm – 4:45pm     |                                  | <b>Closing Remarks from the Program Chair</b>                                                                          |
| 4 : 4 5 p m - e n d |                                  | Close of Dialysis Care Quality Improvement Conference                                                                  |

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**BREAK OUT SESSIONS DAY: WEDNESDAY, JANUARY 27TH, 2016**

|                     |                                                                                                 |
|---------------------|-------------------------------------------------------------------------------------------------|
| 8:30 am –9:00 am    | Networking Breakfast                                                                            |
| 9:00 am - 10:30 am  | <b>Using ICH CAHPS for Identifying Gaps in Quality: Survey Distribution and Data Collection</b> |
| 10:30 am – 10:45 am | Networking Break - Tea & Refreshments                                                           |
| 10:45 pm – 12:15 pm | <b>ICH CAHPS as a Marker for Patient Satisfaction: Data Analytics and Trend Insights</b>        |
| 12:15 pm – 1:15 pm  | Networking Lunch Break                                                                          |
| 1:15pm -2:45pm      | <b>Transforming Public Perception with ICH CAHPS: Implementing an Action Plan</b>               |

2:45 pm – 3:00 pm

Close of Break Out Sessions Day  
Networking & Refreshments