

CMS Compliance Best Practices from ESRD Network 6
Facilities with $\geq 90\%$ Compliance Rate

(As of March 2009)

Provider Name / Compliance Rate	Best Practices	
	Accuracy	Timeliness
112501 Augusta Dialysis FMC 94.0%	<ul style="list-style-type: none"> Staff training on completing the forms 	<ul style="list-style-type: none"> Doctors are proactive with completing and signing forms as soon as they get them Complete and submit as soon as possible for processing
112553 East Lake Dialysis 92.9%	<ul style="list-style-type: none"> Administrative Assistant reviews forms for accuracy and completeness before mailing forms to Network 	<ul style="list-style-type: none"> Complete the 2728 form and have patient sign upon patient admission to facility Call physician within the first 25 days after patient admission for his review and signature Administrative Assistant will remind Social Worker to initiate form if she has not seen one within patient's first 2 weeks of admission
112631 Abercorn Dialysis 100.0%	<ul style="list-style-type: none"> Double check for accuracy and completion prior to physician signing 2728 Triple check for accuracy and completion prior to mailing 	<ul style="list-style-type: none"> Complete 2728 and have patient sign prior to patient's first visit
112637 DCI Fayetteville 100.0%	<ul style="list-style-type: none"> Two staff members always check all fields for completion 	<ul style="list-style-type: none"> Complete all forms within 1 week of event
112640 Greensboro Dialysis Facility 100.0%	<ul style="list-style-type: none"> Updated and process forms on a weekly basis with one person responsible 	<ul style="list-style-type: none"> Utilized charge nurse to obtain signatures from patients on 2728 Constant communication with Medical Director

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112660 Ralph McGill – DaVita 96.0%		<ul style="list-style-type: none"> Have doctor sign all forms in a 2-week period and mail to Network Inform all staff of new patient start date and gather all new transfer paperwork to be explained and signed by patient on first day of treatment or within the first week
112674 Athens Kidney Center 93.3%	<ul style="list-style-type: none"> Implemented team approach to complete the 2728 to increase accuracy 	<ul style="list-style-type: none"> The 2728 forms included as part of the initial intake packet Mail within a week of completion
112698 DCA Fitzgerald 100.0%	<ul style="list-style-type: none"> Proof everything and ensure all blanks are answered before submitting 	<ul style="list-style-type: none"> Complete 2728 when patient admitted and submit that day Complete death notification as soon as notified
112712 FMC Newton 95.0%		<ul style="list-style-type: none"> Complete 2728 form upon arrival of initial labs prior to first day of dialysis Had patient sign and located attending physician for signature Complete 2746 upon notice and mail same day
112721 Woodstock 100.0%	<ul style="list-style-type: none"> Form reviewed by someone else for accuracy 	<ul style="list-style-type: none"> Have the patient sign at first treatment Utilize the admission sheet to track 45 day time frame Mailed to the Network by UPS
112752 Harbin Clinic Rome Dialysis 100.0%	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Complete 2728 forms and have patient sign prior to first treatment Physician signs form as soon as possible after first treatment 2746 forms completed the same day as facility is informed of death Forms mailed via certified mail to ensure prompt delivery before due date
112756 Lindbergh Dialysis Center 100.0%	<ul style="list-style-type: none"> Teamwork to make sure all sections of all paperwork are completed 	<ul style="list-style-type: none"> Social Worker made sure all paperwork completed and sent out as soon as possible

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112767 South Augusta Dialysis 93.8%		<ul style="list-style-type: none"> Clinical Manager responsible for obtaining signature on rounds Signed 2728 given to ward clerk and mailed same day
112767 Houston County Dialysis 100.0%	<ul style="list-style-type: none"> Work closely with the Social Worker to ensure form completion Clinic manager completes with the Social Worker reviewing for errors / completeness 	<ul style="list-style-type: none"> 2728 signed by the patient on his/her first visit If not signed within the first week take forms to doctor's office myself and get signed
112770 DCA Calhoun 100.0%		<ul style="list-style-type: none"> Assure all medical records are received from physician's office or hospital prior to admission to have all needed medical information Submit form to physician for signature within 1 week of admission
112791 Valdosta Dialysis North 100.0%	<ul style="list-style-type: none"> Good communication with physicians-all labs and data checked by physicians for accuracy Clinical Manager reviews 2728 forms for accuracy and completeness before mailing 	<ul style="list-style-type: none"> Complete 2728 forms within first 2 weeks of patient admission to facility and mailed to Network Complete 2746 forms within first week of death notification and mailed to Network
112792 Harbin Clinic Cedartown Dialysis 100.0%		<ul style="list-style-type: none"> 2728 completed prior to patient's first day in clinic Physician signs as soon as possible after patient starts treatment Patient signs on first day 2746 completed the day the patients pass away Forms mailed certified to ensure arrival at Council office by deadline

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112795 Harbin Clinic Summerville Dialysis 100.0%		<ul style="list-style-type: none"> • 2728 completed prior to patients first treatment • Patient and physician both sign form at first visit and within first week of treatment • 2746 completed the day of death • All forms mailed certified mail upon completion to ensure timely arrival at Network office
112799 South Henry Dialysis 100.0%	<ul style="list-style-type: none"> • Check completed form 2-3 times for accuracy 	<ul style="list-style-type: none"> • Complete 2728 within 14 – 30 days allowing time for an established dry weight and have patient complete the form • Utilize a pop up calendar for due date to have forms delivered to Network in a timely manner
112803 Kidney Dialysis Center 100.0%	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Physician is on-site, so physician participation is more timely • Use calendar to track submission of forms • Form submission is completed at the same time the Network Patient Activity Report
113300 Children's Healthcare of Atlanta 100.0%	<ul style="list-style-type: none"> • One person responsible for forms • Forms proofed • Used Network tip sheets 	<ul style="list-style-type: none"> •
113502 Mitchell County Dialysis Facility 100.0%		<ul style="list-style-type: none"> • At admission 2728 completed, signed by patient and physician • Once patient dies a 2746 is completed and sent to the Network
342505 Piedmont Dialysis 100.0%	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Log 2728 and 2746 forms in a separate book when a patient starts and expires • Keep track of dates forms sent to physicians for signatures and dates patient will be in to sign • Keep track of form due dates

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342511 SE Dialysis Wilmington Dialysis Facility 100.0%	<ul style="list-style-type: none"> Administrator and receptionist review each and every form before it is sent to Network to correct any errors 	<ul style="list-style-type: none"> Use process where the 2728 is completed and signed the day before patient's first treatment Receptionist has list of all forms and as they are sent out in mail, they are deleted from list Physician completes and signs form prior to admission
342514 High Point Kidney Center 100.0%	<ul style="list-style-type: none"> Run activity report weekly for all new starts and expired 	<ul style="list-style-type: none"> Complete 2728 on patients first treatment at our facility Have information for 2746 within 7 days Check with hospital and doctors weekly to find out if there is any patient starting in the next few weeks
342518 Kinston Dialysis 100%	<ul style="list-style-type: none"> Clinical Manager reviews 2728 forms for completeness and accuracy before mailing One person is assigned to ensure continuity of completeness, accuracy, and timeliness 	<ul style="list-style-type: none"> Use admission checklist and add deadline that the form needs to be completed within 30 days Use discharge checklist and add what forms needs to be completed upon discharge One person is assigned to ensure continuity of completeness, accuracy, and timeliness
342532 Southeastern Dialysis Center 94.9%		<ul style="list-style-type: none"> Have forms completed, signed and mailed within one week from patient start date Keep a log to track patient forms and mark complete when mailed Physician starts completing the 2728 before accepting patient--- "this has helped me the most"
342533 Lexington Dialysis 100.0%		<ul style="list-style-type: none"> Initiate 2728 1st week of treatment, including patient and physician signatures Follow-up with phone calls to doctor's office for information

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342539 Dialysis Care of Richmond County 100.0%	<ul style="list-style-type: none"> Check and re-check the 2728 before mailing 	<ul style="list-style-type: none"> Have physician sign as soon as possible Make sure form is mailed on time
342551 Mt Airy Dialysis Center 100.0%	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Within one week of patient starting print form with patient's information After patient signs form send to physician for signature One week after sending to physician check to make sure form received
342552 RAI Latrobe 92.4%	<ul style="list-style-type: none"> System and back-up system in place delegating who would complete forms All forms checked by at least 2 people before mailing Accountability measures implemented In-service education for all staff involved at least quarterly 	<ul style="list-style-type: none">
342602 Cherokee Dialysis Center 100.0%	<ul style="list-style-type: none"> Review information prior to admission, clarify with doctor Forms reviewed by two people to ensure accuracy and completeness Well defined process 	<ul style="list-style-type: none"> Complete 2728 to be signed on first day Initiation of forms handled by one person with trained backup person if necessary Well defined process
342612 Northside Dialysis Center 100.0%	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Log used to track dates when forms completed and need to be sent New patient checklist of what is required to do for new patients and check off as completed
342614 Elkin Dialysis Center 100.0%	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Put all months activities on a spreadsheet put due date and monitor, highlight when complete Do all forms as soon as you collect all information

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342635 FMCNA Catawba Valley 100.0%		<ul style="list-style-type: none"> • Goal to complete the 2746 within one week of notification of event • Working with the doctors to have the 2728 completed within a timely manner • Making sure we stay in contact with patients and their family after regaining kidney function • Staying in contact with hospitals, patients, and family members after a transplant takes place
342636 West Iredell Dialysis Center 100.0%		<ul style="list-style-type: none"> • List due dates on my monthly calendar for 2728s • Patient audits required within 30 days of admission or discharge, ensures timely submission
342641 Rockingham Kidney Center 100.0%	<ul style="list-style-type: none"> • Verify patient's information with the patient while completing 2728 form • Use "check and re-check" system before mailing forms to ensure completeness and accuracy • Utilize the "act, plan, do, check" theory 	<ul style="list-style-type: none"> • Explain the importance of having forms completed and signed by physician in a timely manner so deadline is not missed • Utilize the "act, plan, do, check" theory
342643 West Fayetteville Dialysis 100.0%		<ul style="list-style-type: none"> • Keep running record of who needed forms completed and checked off as done
342644 FMC of Spring Hope 100.0%	<ul style="list-style-type: none"> • Social Worker and Clinical Manager review forms together in order to ensure accuracy 	<ul style="list-style-type: none"> • Social worker meets with patient prior to first treatment to get patient to sign form • Physician signs 2728 on his first visit to clinic • Social worker submits forms as soon as they are completed in order to be on time
342654 INS Huntersville 100.0%		<ul style="list-style-type: none"> • Created a new patient intake checklist which includes a timeframe for completion of 2728 form

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342655 INS Charlotte 100.0%		<ul style="list-style-type: none"> New patient check list with time frames to complete
342663 North Charlotte 100.0%	<ul style="list-style-type: none"> Check forms three times for accuracy and completeness before mailing 	<ul style="list-style-type: none"> Use log book and tracking tool to document and track new patients Complete 2746 forms at the same time Network Patient Activity Reports are completed at the end of the month 2728 forms are signed by patient prior to the start of their first dialysis treatment
342665 Yadkin Dialysis Center 100.0%	<ul style="list-style-type: none"> Have patient's medical record at hand when completing forms Double check all fields for completion before submitting 	<ul style="list-style-type: none"> Complete within the first week of patient's treatment or death and obtain patient and physician signatures
422542 Conway Dialysis 100.0%		<ul style="list-style-type: none"> Social Worker completes the 2728 and has the patient sign when the initial assessment is completed, initial assessment must be completed within 30 days 2746 filled out immediately upon patient death
422548 FMC Hilton Head Dialysis Center 100%	<ul style="list-style-type: none"> Proof form and double check fields with patient and physician before sending to the Network 	<ul style="list-style-type: none"> Complete 2728 and have patient sign upon admission 2746 linked to discharge notes completed in clinic so to not overlook any patients
422564 Lower Richland Dialysis 94.0%	<ul style="list-style-type: none"> Secretary oversees the completion and accuracy of the forms 	<ul style="list-style-type: none"> Complete 2728 form prior to patient admit Secretary is back up if Social Worker is not available to sign patient up for dialysis Secretary oversees the timeliness of the forms

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422572 Meadowlake Dialysis 90.0%	<ul style="list-style-type: none"> Viewed by 2 employees before submission 	<ul style="list-style-type: none"> Complete 2728 form prior to patient admit with info we can obtain from record Begin 2746 when notified of patients death and contact doctor or hospital for cause of death Encourage staff to get doctor to sign 2728 as soon as possible
422578 FMC Laurens County 95.7%	<ul style="list-style-type: none"> Developed an action plan which required forms be reviewed by administrative assistant prior to being mailed to the Network Utilized assistance via the Network helpline when questions arose 	
422580 FMC Dialysis Services Andrews 100.0%	<ul style="list-style-type: none"> Check and re-check forms for accuracy and completion before mailing 	<ul style="list-style-type: none"> Complete forms and obtain patient and physician signatures as soon as possible
422584 FMC Simpsonville 95.7%	<ul style="list-style-type: none"> Secretary reviews forms for accuracy prior to submission 	<ul style="list-style-type: none"> Social Worker completes 2728 using initial admission documents and review completion with admission physician during normal weekly rounds Patient signs during psychosocial and care plan assessment within the first two weeks of admission Social Worker completed 2746 form within one week of the death event and reviews with physician during weekly rounds or contacts hospital rounding physician for cause of death Mail 2746 within two weeks of death

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422592 Pageland Dialysis 100.0%	<ul style="list-style-type: none"> The day the patient starts, 2728 is verified for complete and accurate information and is signed by patient 	<ul style="list-style-type: none"> Obtain information for 2728 prior to patient's first dialysis treatment 2746 is completed and the physician is contacted for cause of death as soon as facility is notified that the patient has expired Created a log of admits and discharges to make sure no form is left undone
422597 DaVita Pendleton 100.0%	<ul style="list-style-type: none"> Have 2 people review forms to ensure accuracy and completeness before mailing 	<ul style="list-style-type: none"> Complete 2728 and have patient sign at first visit
422599 FMS Pendleton 100.0%	<ul style="list-style-type: none"> Proof and double proof to ensure all sections and blanks are completed on the form 	<ul style="list-style-type: none"> Run reports monthly and bi-monthly for admissions and discharges, appropriate forms completed Each month as Network Patient Activity Report completed, make sure appropriate forms completed
422608 Carolina Dialysis 94.8%	<ul style="list-style-type: none"> Discharge planners at hospitals are informed of needed information prior to patient being accepted to clinic 	<ul style="list-style-type: none"> All patient labs and history are received prior to first treatment Physician completes and signs 2728 prior to first treatment Team goal is to have all CMS information completed and mailed within the first week of dialysis All 2746 forms completed immediately
422610 Myrtle Beach Dialysis 98.5%	<ul style="list-style-type: none"> Work collectively with nephrologists to gather lab values and other necessary information for 2728 Re-check all fields prior to mailing 	<ul style="list-style-type: none"> Complete 2728 and have patient sign at first visit Physician completes and signs 2728 after patient's first treatment Mail 2728 within patient's 2nd week of treatment