



How I Survived a Medicare Inspection

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Dear Doctor,

I am here today to survey your dialysis unit. I will be here over the next three days. I will try to stay out of your way. I will need...



List of Requested Items

- Charts
- Policies and Procedures
- Facility Reports
- Water System
- Customer Satisfaction
- Employee Records
- Meeting Records



Charts

- 2 recent discharges (<30 days), 2 recent admissions
- Admissions:
 - Need initial assessments from physician, nurse, dietitian, social worker
 - Advance directive (document discussed)
 - Need infection titers: HBSag, HBSab, HBCab, PPD (preferably before starting dialysis)
- Discharges:
 - Make sure each patient has a discharge note
 - Must state diagnosis, discharge disposition, condition, and prognosis
- Medication reconciliation
- Immunization Records



Plan of Care

- Needs to be signed by all members including patient/parent
- Must be comprehensive
- Include Transplant Status
- NKF/ANNA tool



Policies and Procedures

- Rights and Responsibilities/Grievance
 - Posted
 - Policies and Procedure Manual
- Patient Care policies
 - Infection Control
 - Immunizations
- Governance
- Reuse (specifically note if you do not do)
- PD policies (home visit)

***Review Annually--DATE



Emergency Preparedness

- Need to have a disaster plan-policies
- Need to have patient info dissemination

I AM A DIALYSIS PATIENT.

VITAL INFORMATION

NAME _____
Network: _____ Toll-Free #: _____



KIDNEY COMMUNITY EMERGENCY RESPONSE (KCER) COALITION
www.kcercoalition.com

medication	Dose	frequency
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Pharmacy & Phone: _____
Special Needs: _____
Diagnosis: _____
Allergies: _____

PERSONAL INFORMATION

Address: _____

Phone: () _____
Cell Phone: () _____
Emergency Contact: _____
Relation: _____
Emergency Phone: () _____
Nephrologist: _____
Nephrologist Phone: () _____

DIALYSIS PRESCRIPTION

_____ Hours _____ X / Week
_____ Dialyzer
_____ Dialysate
Other Insurance: _____
Medicare #: _____
Medicaid #: _____

DIALYSIS UNIT

Provider Name: _____
Phone: () _____

Emergency Preparedness & Disaster Planning

The following resources are offered to assist ESRD facilities to meet federal regulations governing emergency preparedness and develop their own emergency preparedness plans.

Manuals for Facilities

[Emergency Preparedness for Dialysis Care Facilities: A Guide for Chronic Dialysis Facilities](#) [PDF, 2.26MB]

[Planning for Natural Disasters and Other Types of Emergencies: A Guide for Dialysis Facilities \(NKF\)](#) [PDF, 1.07MB]

[Hurricane-Related Information for Health Care Professionals](#)

Manuals for Patients

[Preparing for Emergencies: A Guide for People on Dialysis](#) [PDF, 146KB]

[Planning for Natural Disasters \(NKF\)](#) [PDF, 2.23MB]

[Guide for Dialysis & Transplant Patients \(Network 14\)](#) [PDF, 424KB]

State Emergency Management Office

Aside from natural disasters, it is important to be alert to threats resulting from terrorist acts. The following links access the individual state agencies responsible for homeland security.

Illinois <http://www.state.il.us/iema/>

Indiana <http://www.ai.org/sema/index.html>

Kentucky <http://kyem.ky.gov/>

Ohio <http://ema.ohio.gov/>



Reports

- AE/Incident
- Network
- Water system
 - Culture logs—med director should review each mo
 - Preventative Maintenance-disinfection
- Customer Satisfaction Surveys



Customer Satisfaction

- Customer satisfaction surveys (Note: should include evaluation of
 - Physicians
 - Nurses
 - Social workers
 - Dietitians
 - Ancillary staff
 - Environment

***Recommend review at QAPI meetings



Employee records

- Immunization status
- Job qualification
 - Medical Director
 - PD coordinator
 - Social Worker
 - Dietitian
 - Adequate supervision of non RN staff



Fire drill records

- Need date of drills and log of all present
- Make sure extinguisher is not in a corner
- Staff education on use
- Sprinkler systems in place

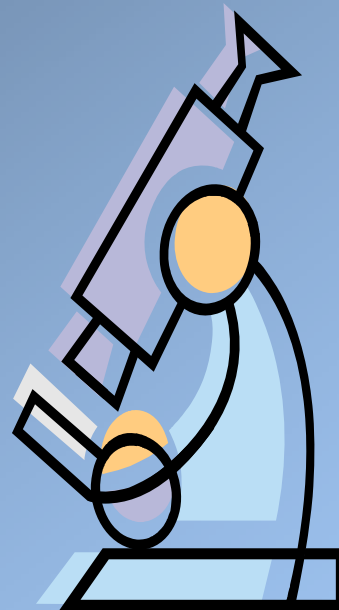


Meeting Records

- QAPI
 - Meeting minutes
 - Multidisciplinary
 - Medical director led
 - Process driven/benchmarking
- Governing body
- Plan of care



Then of course, the observation





Infection Control

- Hand sanitizer/washing stations
- PPE
- Hepatitis Isolation
- PPD/Hepatitis screening annually for all employees and patients—REVIEW
- Immunizations (influenza, Hep B)



Interviewed patients

- Communication
- Grievances
- Environment
- Quality of Care (subjective)



Water Treatment

- “Explain your water system to me”
- “Have you had any water pressure problems?”
- “How often are chlorine and chloramine checked?”
- “Where is your log?”
- “Do you have portable DI tanks and how often are they replaced?”
- Reviewed water system maintenance records
- Med director should initial all culture reports



Conditions for Coverage The Survey

- Includes observations of care delivery-infection control
- Interviews with staff and patients
- Review of medical records
- Facility logs, policies and procedures
- Quality assessment and performance improvement (QAPI)
- Administrative and supervisory staff, as well as the medical director
- Observation of dialysis facility including water treatment room



www.therenalnetwork.org

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Patient Line:
1 (800) 456-6919
Email: info@nw10.esrd.net**

The Lost Dr. Seuss Poem



I Love My Job!

I love my job. I love the pay!
I love it more and more each day.
I love my boss, he is the best!
I love his boss and all the rest.

I love my office and its location. I hate to have to go on vacation.
I love my furniture, drab and grey, and piles of paper that grow each day!
I think my job is really swell, there's nothing else I love so well.
I love to work among my peers, I love their leers and jeers and sneers.
I love my computer and its software; I hug it often though it won't care.
I love each program and every file, I'd love them more if they worked a while.

I'm happy to be here. I am. I am.
I'm the happiest slave of the Firm, I am.
I love this work. I love these chores.
I love the meetings with deadly bores.

I love my job - I'll say it again - I even love those friendly men.
Those friendly men who've come today, in clean white coats to take me away!!!!