



DID YOU KNOW???

The Florida ESRD Network is Available to Provide Technical Assistance!

Quality Improvement

- Assist, facilitate, educate and clarify CMS QI Projects for facilities as they implement the projects.
- Assist with the development/implementation of CQI Projects in facilities.
- Assist, clarify and educate on completion of QI related forms (CPM, CDC, etc.)
- Encourage the development of emergency preparedness policies & procedures at the facility level (to include a backup plan).
- Available to review Corrective Action Plans for completeness/accuracy before facilities submit them to AHCA.
- Available to educate on the Conditions of Coverage and its interpretation as well as the Network's Criteria & Standards.

Information Systems

- Assist, educate, facilitate and clarify information for the completion of CMS Forms (2728, 2746, 2744, Patient Activity Report).
- Assist, facilitate, educate on reports sent to facilities from the Network (Missing Forms Report, Vocational Rehabilitation Survey, Compliance Report, etc.)
- Assist with data requests from facilities, insurance providers.
- Supply facilities, by request, with forms when they are low (2728, 2746).

Patient Services

- Assist, clarify and educate on grievance procedure & due process.
- Mediate between patients & facilities via telephone.
- Assist with the provision of community resource information and materials as available.
- Develop and host patient education workshops throughout the state.
- Provide Vocational Rehabilitation and emergency preparedness information to facilities and patients.
- Assist patients to locate facilities when traveling or as needed.
- Maintain an 800 # for patient use throughout the state of Florida.
- *Accept collect calls from patients only.*

Administrative

- Assist, clarify and educate facilities with CMS requirements.
- Communicate changes in CMS that will impact facilities via Fax Blast, e-mail (where available), informational mass mailings, workshops/professional meetings and Annual Meeting.
- Represent the needs of our community to CMS.
- Develop partnerships with organizations to address quality as an outcome in ESRD.
- Facilitate involvement in Network boards and activities from all aspects of the ESRD community.
- Involve the community proactively in the improvement of care in the State of Florida.
- Communicate with facilities on the status of the Network and its activities.

Contact the Network at 813-383-1530 or info@nw7.esrd.net