



## Improving Data Compliance: CentraCare in MN is on its way



Dawn Marie Grant, Administrative Assistant  
CentraCare Dialysis in St. Cloud, Minnesota

CentraCare is a regional chain of seven units in Central Minnesota, serving a prevalent population of approximately 300 patients. Over the years, they have had mixed compliance results among their units and recently made changes to streamline their processes. We asked them to share their approach to quality improvement:

Once I received the CMS Data Compliance Reports in March for 2006, I put together a compliance action plan for 2007. Before this, I was learning the process of all the Network reporting, since this was a new responsibility that I took on in June of 2006. The Compliance Action Plan of CentraCare Units consists of the following:

- Now that I know the exact Network deadlines and what errors to be looking for, I will take more time double checking the information on the forms along with adhering to the timelines. (I wasn't aware that if the Network faxed back a form with a missing item, this counted as an error that hindered our rate).

- Will monitor due dates from Charge Nurses and Nephrologists via Microsoft Outlook. The goal is to get the 2728s back within 30 days and death forms within 20 days. This should give me ample time to mail, in order to arrive at the Network on time. If I do not receive by the due date, I follow up with the appropriate individual via e-mail or phone call.
- Will continue getting the patient signature first and will bring up at Charge Nurse meetings the importance of getting these signed ASAP once patients arrive. (We were having some compliance issues with patients leaving before we got the 2728 signed. By having them sign the form within the first 1–2 weeks, this has eliminated the issue).
- Will put a bin in the Nephrologists' area to hold the forms so I can deliver and pick them up, instead of sending them through the interdepartmental mail.
- Will continue to address the envelope to the Nephrologists' Practice Nurses for physician signature. I will also put a return due date on the form so I get them back in the allotted time. (Nephrologists were made aware of the new process along with the timelines.)
- To monitor progress, I will contact Network 11 for a quarterly compliance report so we can try to fix the problems before year-end.
- By following the above process, we have been able to improve our compliance rates in all areas during the first half of 2007.

**Within one year:** CentraCare in St. Cloud went from 87% (defined by CMS as "noncompliant") in 2005, to 92% in 2006. In the first half of 2007, they have further improved to 95%. CentraCare at Douglas County, went from 78% in 2005, to 88% in 2006. In the first half of 2007, they are achieving 100%. This is great progress. We thank Dawn and the team at CentraCare for their significant efforts!