



Data Compliance Turnaround Within One Year

Between 2006 and 2007, Davita–Fox River in Green Bay, WI went from 71% (defined by CMS as "noncompliant") in 2006, to 92% in 2007. These results are exceptional! We asked their Administrator, Diane Porfilio to describe how they accomplished their success. Following is what she had to say:

I have been the Facility Administrator of DaVita Fox River Dialysis Center since February, 2006—previously the Business Manager of Royce C. Lin Memorial Dialysis Center for 15 years. I have worked with, and have known, employees from Network 11 throughout most of those years. One of the issues that I am definitely aware of is the importance of submitting the required paperwork to the Network on a timely basis.



Davita–Fox River staff, Front Row—Jean Siebers, Diane Porfilio, **Back Row**—Carol Tomes, Teri Patz.

When I assumed the position as Administrator in 2006, there were numerous teammates completing the Network forms and submitting individually. One person was responsible for completing the quarterly and yearly reports. I started questioning as to why we were getting Emails and faxes inquiring about missing information. We have three modalities at our clinic: In-Center, Peritoneal, and Home Hemo. Therefore, three different teammates filling out the forms at three different desks—that meant a higher chance for error. I reviewed our errors when we received the CMS Data Compliance Report and took action immediately.

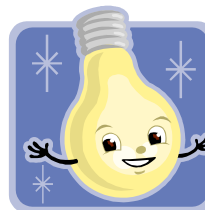
First of all, we needed a point area in the clinic—a place where the staff would document modality changes/new patients/deaths as they happen. We decided on the Administrative Assistant's office where we placed a clipboard. The Administrative Assistant monitors the clipboard and reminds the lead-person in one of the three departments to complete the necessary paperwork (one week allowance).

Once the forms are completed, they are placed on my desk to review—to make sure there is no missing information. I then turn the forms into the Administrative Assistant, she makes a copy for the patient's financial folder, and then forwards them on via mail. When this is completed she then checks off the name on the clipboard so we know that the process has been completed.

Our quarterly/yearly reports are completed by our Social Worker and reviewed by myself before being submitted. I believe that having two teammates reviewing the information assures better accuracy. The changes we made improved our compliance rate by at least 20% within just a few months.

Network 11 thanks Diane and her team at Fox River for taking data reporting seriously, and putting forth such a significant effort to improve their CMS Data Compliance rates! We also acknowledge all of the other facilities out there trying to achieve the same results. If you have a story to share about CMS Data Compliance, we invite you to contact us (our contact information is below).

Did You Know...



When you fax a form to the Network 11 office, it is no longer necessary to follow-up with a hard copy in the mail?