Annual Survey Process – Dialysis Units

Due Date: **March 31st for your survey to be in "FINALIZED" status.**

Training

Online training for any section of CROWNWeb can be found at
http://mycrownweb.org/education_/training-courses/ where in the left column there are three
modules on the 2744 that explain the process on how to complete your 2744 survey in CROWNWeb and
how to resolve any error or warning messages. There are additional tips on error messages in the table
below. *Please review the training before calling the Network for assistance as we will refer you to the
training materials*.

*During the 1st Quarter 2018 you should be generating the 2017 survey for last year, <u>not the
current year 2018.</u>*

Warnings do NOT necessarily need to be resolved. Depending on the warning you may only need to
add a comment before submitting to the Network. Errors must be resolved before submitting to the
Network. <u>Listed in the charts below are recommended actions to take for warnings and errors</u>.

If you are unable to resolve the errors after viewing the training video and following these
recommended actions, then you may email me for assistance. ***Please email rather than call on 2744
issues and include your facility CCN and the issue you can't resolve. If you mention patients in the
email please identify them only with their CROWN UPI# and not by name or SSN.*** Email Adam Cox
at acox@nw10.esrd.net .

Check your status weekly

Please monitor the status of your 2744 up to the deadline date as the Network may "reject" the 2744
and put it back in "draft" status for further work from the dialysis unit. **In most cases, the Network will
"FINALIZE" all 2744s that have commented warnings and no errors.**

Tips and Reminders

*We will be sending weekly 2744 emails that will help identify patients whose treatment or admission
records have issues that could affect the balancing of the 2744 survey.* Those emails are sent to the
designated "Facility Administrator" and "Facility Representative" job positions listed in the Personnel
section of CROWNWeb.

As you will see from the training, most of the fields are generated based on admission and treatment
data already in CROWNWeb. To change the numbers, you must change the underlying patient records
and then click Generate to make it recalculate the numbers. The following fields are exceptions and are
hand entered by you:

- Box 36 is the total in-center hemodialysis treatments performed by your unit for the survey year. That number is usually available from your billing department.
- Box 37 is the total CAPD, CCPD, IPD (Intermittent PD), or PD training treatments that were done in-center (this should not count home treatments). If you have no PD patients then this should be zero.
- Staffing information is your staff as of December 31st. It can only be whole numbers, so if you have .5 then round up to 1, or 1.5 round up or down as appropriate.

The data in boxes 14-26 are based on the CROWNWeb treatment records, and one thing to watch out for is a patient who may have been admitted in December this past year, but whose Treatment record (the modality) was created in January of the current year. This will create an error where box 26 (the sum of patients by modality boxes 14-25, does not match the sum of starting population, additions and losses (boxes 1-13) which is based on the admission/discharge part of CROWNWeb.

Be sure that any changes made to admit or treatment records in CROWNWeb are also made in your medical records system or the weekly batch upload may undo your changes and cause the 2744 error to come back.

2744 Warnings - Dialysis Facilities

	Warning Message	Recommended Action
1.	*Warning-the facility certification date is not in the survey period but the beginning population is 0. Please add a comment.*	This warning can be bypassed. Please enter in comment field <u>an explanation</u> as to why you had no patients prior to the Survey Year.
2.	*Warning-if the facility certification date is in the current survey period, then fields 01 and 02 must equal 0. Please add a comment.*	This warning can be bypassed. Please enter in comment field <u>an explanation</u> as to why your facility was treating patients prior to being certified the Survey Year.
3.	*Warning-the total number of patients receiving care at the beginning of this survey period (field 03) must equal the total number of patients receiving care at the end of the last survey period for this facility (field 26). Please enter a comment.*	This warning can be bypassed. Please enter in comment field: "Ending population from previous 2744 is incorrect."
4.	*Warning-The total number of incenter patients receiving Other dialysis treatments (field 37) may be too high. Please verify this total.*	This warning can be bypassed. Please enter in comment field: "<u>(Number of)</u> patients who received staff-assisted IPD treatments, CAPD and CCPD training days and all other number of treatments performed by self-dialyzing patients or training patients **received incenter only** during the Survey Year."
5.	*Warning-There are X (where X is the number of patients with a System Discharge) patients with a System Discharge that are not included in the totals in fields 08A - 13B.*	System Discharge events need to be corrected. Make sure to "regenerate" 2744 and "save."

2744 Errors - Dialysis Facilities

	Error Message	Recommended Action
1.	*Error-The total number of patients (field 26) must equal the sum of the patients receiving care at the beginning of the survey period (field 03) plus the additions during the survey period (fields 04A through 07B) minus the losses during the survey period (fields 08A through 13B).*	Run "Additions During Survey Period Report" and "Patient Receiving Care at End of Survey Period Report." Compare "Additions During Survey Period Report" with "Patients Receiving Care at End of Survey Period Report." Fix the Patient's Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
2.	*Error-This facility has not closed and the beginning population (field 03) and the total patients (field 26) are incorrect.*	Run "Additions During Survey Period Report." Fix the Patient's Admit/Discharge Summary by checking for duplicate treatment records in the "Treatment Summary." Make sure to "Generate" 2744 and "Save."
3.	*Error-Total additions (fields 04A through 07B) cannot be greater than the total patients (field 26).*	Run "Additions During Survey Period Report." Fix the Patient's Admit/Discharge Summary by checking for duplicate treatment records in the "Treatment Summary." Make sure to "Generate" 2744 and "Save."
4.	*Error-The total number of Medicare patients (fields 27, 28, 29) must equal the total number of patients (field 26).*	Run "Patient Eligibility Status Report." Pay attention to the *Medicare Enrollment Status* (MES) & *Medicare Enrollment Start Date* (MESD). MES will list a 1 (Enrolled in Medicare), 2 (Medicare Status Pending) and 3 (No Medicare Coverage). If a patient does not have a number indicated, you must update this through the *View Patient Attributes* page. Also, the MESD should have a start date within the Survey Year in order to reflect accordingly. If you're trying to correct an Effective Date that is not editable, click on the *View Patient Attribute History* and select Edit. You can now update the effective date here and submit. Make sure to "Generate" 2744 and "Save."

5.	*Error-The number of patients receiving VR services (field 33) cannot be greater than the total number of patients (field 26).*	Run "Vocational Rehabilitation Report." Pay attention to *Vocational Rehabilitation Status* column. Fix Patient Attributes page. Make sure to "Generate" 2744 and "Save."
6.	*Error-The number of VR employed patients (field 34) cannot be greater than the total number of patients (field 26).*	Run "Vocational Rehabilitation Report." Pay attention to Employment Status column. Fix Patient Attributes page. Make sure to "Generate" 2744 and "Save."
7.	*Error-The number of VR employed patients (field 34) cannot be greater than the number of patients aged 18-54 (field 32).*	Run "Vocational Rehabilitation Report." Pay attention to Employment Status column. Fix Patient Attributes page. Make sure to "Generate" 2744 and "Save."
8.	*Error-The total number of patients aged 18-54 (field 32) cannot be greater than the total number of patients (field 26). Field 32 Patients aged 18-54 is incorrect.*	Run "Vocational Rehabilitation Report." Fix Patient Attributes page. Make sure to "Generate" 2744 and "Save."
9.	*Error-The total number of patients attending school (field 35) cannot be greater than the total number of patients (field 26). The number of patients attending school (field 35) is incorrect.*	Run "Vocational Rehabilitation Report." Pay attention to Current School Status and Current School Status Change Date columns. Fix Patient Attributes page. Make sure to "Generate" 2744 and "Save."
10.	*Error-the total number of patients attending school (field 35) cannot be greater than the total number of patients receiving Vocational Rehabilitation services (field 33). The number of patients attending school is incorrect.*	This error can be bypassed. Please enter "Current school status and Vocational Rehabilitation are not directly linked" into comment field.
11.	*Error-The total number of patients attending school (field 35) cannot be greater than the total number of patients aged 18-54 (field 32). The number of patients attending school is incorrect.*	Run "Vocational Rehabilitation Report." Pay attention to Current School Status column. Fix Patient Attributes page. Make sure to "Generate" 2744 and "Save."
12.	*Error-Total Patients (field 26) cannot equal 0 if the facility has not closed.*	This error can be bypassed. Please enter "Facility opened on / /_____." (Date Facility Opened) into comment field.

13.	*Error-The Total number of patients receiving care at the beginning of the survey period (field 03) cannot equal 0 if the facility has not closed.*	This error can be bypassed. Please enter "Facility opened on ___/___/____." (Date Facility Opened) into comment field.
14.	*Error-The total patients (field 26) cannot be zero (0) for this facility.*	This error can be bypassed. Please enter "Facility opened on ___/___/____." (Date Facility Opened) into comment field.
15.	*Error-Total losses (fields 08A through 13B) cannot be greater than the total patients (field 26).*	Run "Patient Receiving Care at End of Survey Period Report." Pay attention to Patient Discharge Date and Discharge Reason columns. Fix the Patient's Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
16.	*Error-The number of frequent in-center hemodialysis patients cannot be greater than the total number of hemodialysis patients (the sum of fields 30A and 31A cannot be greater than the sum of fields 14 and 16).*	Run "Patient Receiving Care at End of Survey Period Report." Pay attention to Dialysis Type of Training and Expected Self Care Setting columns. Fix the patient's Treatment Summary through the Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
17.	*Error-The number of frequent hemodialysis patients cannot be greater than the total number of hemodialysis patients (the sum of fields 30A, 31A, 30B, 31B cannot be greater than the sum of fields 14, 16 and 21).*	Run "Patient Receiving Care at End of Survey Period Report." Pay attention to Dialysis Type of Training and Expected Self Care Setting columns. Fix the patient's Treatment Summary through the Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
18.	*Error-The number of Total Patients (26) must equal the sum of the total number of incenter dialysis patients (field 20) and the total number of home dialysis patients (field 25).*	Run "Patient Receiving Care at End of Survey Period Report." Pay attention to Primary Dialysis Setting and Primary Type of Treatment columns. Fix the patient's Treatment Summary through the Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
19.	*Error-the number of total incenter dialysis patients (field 20) must equal the sum of fields 14 through 19.*	Run "Patient Receiving Care at End of Survey Period Report." Pay attention to Primary Dialysis Setting and Primary Type of Treatment columns. Fix the patient's Treatment Summary through the Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."

20.	*Error-The total number of patients receiving incenter other dialysis (field 15) cannot be greater than the total number of incenter other dialysis treatments including training (field 37). Other dialysis total is incorrect.*	Run "Patient Receiving Care at End of Survey Period Report." Pay Attention to Primary Type of Treatment column. Fix the Patient's Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
21.	*Error-The total number of frequent home hemodialysis patients (fields 30B and 31B) cannot be greater than the number of home hemodialysis patients (field 21). Frequent home hemodialysis patients total is incorrect.*	Run "Patient Hemodialyzing More Than 4 Times Per Week Report." Fix the patient's Treatment Summary through the Admit/Discharge Summary. Make sure to "Generate" 2744 and "Save."
22.	*Error - The total number of patients receiving incenter hemodialysis (field 14) cannot be greater than the total number of incenter hemodialysis treatments including training (field 36). Hemodialysis total is incorrect.*	Box 36 is a total of all the in-center patient hemo treatments your facility provided for the year, so it is usually a very large number. A rough guide is the total number of patients * 156 treatments per year. **OR:** Look at CMS 2744 table from prior year to see facility's values for field 36 and 37 – should be similar