Annual Survey (CMS-2744) Process

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Process Overview

The Annual Survey process has undergone some significant changes with the introduction of CROWNWeb. In the past, most facilities received a pre-balanced report from Network 8 and you validated the information on the report. Now, CMS is requiring that facilities generate their own report and make the necessary corrections to the information in CROWNWeb in order for the report to be correct. The Centers for Medicare and Medicaid Services (CMS) has set a deadline for ESRD Networks of May 1, 2013. Although that deadline has been communicated through training classes, please note that deadline is the Network's deadline for validating to CMS "that all facilities have **successfully** (emphasis CMS) completed the 2744…"

 In order for us to meet that deadline, the 2012 Annual Survey must be completed online by Medicare Certified dialysis facilities using CROWNWeb by March 29, 2013 and we must receive your printed and signed CMS-2744 form by April 3, 2013. If you are viewing this communication and you are not a Medicare Certified dialysis facility, please contact Network 8 regarding your requirements and schedule.

There are several steps in the process:

- Add or Generate 2744 in CROWNWeb

- Review and Resolve System Discharges that occurred within 2012

- Populate direct entry fields

- Resolve Errors and Make Corrections as Needed

- Submit 2744 to Network for Acceptance via CROWNWeb

- Print, Sign, Send paper copy of 2744 to Network

- Work with Network 8 during Network Review and Acceptance

Annual Survey (CMS-2744) Process

Facility	Network

Facility

Begin Annual Survey Process

↓

Add (or Generate) 2744 in CROWNWeb (Draft status)

↓

Review and Resolve System Discharges

↓

Populate direct entry fields (Treatments, Staffing, etc)

↓

Resolve Errors and Make Corrections as Needed to auto-populated fields

↓

Error Correction Made through Batch Process?

— Yes → Wait until changes submitted via batch have been made in CROWNWeb

No ↓

Regenerate 2744 in CROWNWeb to update auto-populated fields

↓

Information on 2744 Correct? — No (loops back)

Yes ↓

Submit 2744 to Network for Acceptance via CROWNWeb (Final Status)

↓

Print, Sign, Send to Network

Network

Review Submitted (Final Status) 2744

↓

Network Agrees? — No → Reject (Rejected status) / Yes → Accept (Accepted Status)

↓

Compare/Review Paper 2744 and Electronic

↓

Network Agrees? — No (loops) / Yes ↓

Network Approval (Finalized status)

↓

Error discovered after Network Finalized? — Yes → Assist Facility in Resolving Errors → Request and Receive Resubmitted Paper 2744

No ↓

Submit Final Report of 2744 Completion to CMS

↓

End Annual Survey Process

Schedule

Please be aware that error resolution will be a very time consuming process for you and may require interaction with other facilities and the network to correct information. **Updates to patient admit and discharge records spanning 2012 in CROWNWeb, whether they are made manually or by batch process, may affect your facility, even if you don't generate the admit or discharge.** It is very important to start this process early.

Please check Project CROWNWeb for information about training for the Annual Survey (2744) process. You can view OCT presentations or download the slides from http://www.projectcrownweb.org/assets/crownweb-videos/

I am recommending the following schedule to help you successfully complete the Annual Survey on time.

Action	Begin By	Complete By
Complete training and review 2744 process documentation form CROWNWeb and Project CROWNWeb	February 18, 2013	February 22, 2013
Add or Generate 2744 in CROWNWeb	February 18, 2013	March 1, 2013
Review and Resolve System Discharges that occurred within 2012	February 18, 2013	March 8, 2013
Populate direct entry fields	February 25, 2013	March 1, 2013
Resolve Errors and Make Corrections as Needed	March 1, 2013	March 22, 2013
Submit 2744 to Network for Acceptance via CROWNWeb	March 25, 2013	March 29, 2013
Print, Sign, Send paper copy of 2744 to Network	March 29, 2013	April 3, 2013 (receive date)
Work with Network 8 during Network Review and Acceptance	March 25, 2013	May 1, 2013

Add or Generate the 2744 in CROWNWeb (Draft Status)

Follow these instructions from the Facility Editor's Quick Start Guide to generate the 2744.

Add (Generate) and Save

1 From the CROWNWeb *Home Page*, click **Form 2744**. The *Form 2744 Search Criteria* screen displays.

2 In the sub-menu, select **Add New 2744.** The *Add a New Form 2744* screen displays.

3 If necessary, enter the **Facility CCN** or the **Facility NPI.** Click **Go**.

4 The **Facility DBA Name** field drop-down list auto-populates; select the desired facility.

5 Select the desired **Survey Year** from the drop-down list.

6 Click **Add.** The *Add 2744 for <facility> for Survey Year <yyyy>* screen displays.

7 Scroll down to the Treatment and Staffing section, enter any data.

8 (Optional) In the REMARKS/COMMENTS section, enter any comments in the **Comments** field.

9 Click **Generate** to generate a count. The **"Form 2744 – GENERATED."** message displays. The patient portion is populated with information from the CROWNWeb database.

10 Click **Save.** The message **"Form 2744 – SAVED."** displays.

Review and Resolve System Discharges

How does a system discharge occur? When another facility posts an admission to CROWNWeb before your discharge is processed by CROWNWeb, the system creates a "System Discharge."

To locate system discharges follow these steps, as indicated in the training presented by the Outreach, Communication, and Training team's CMS 2744 training session.
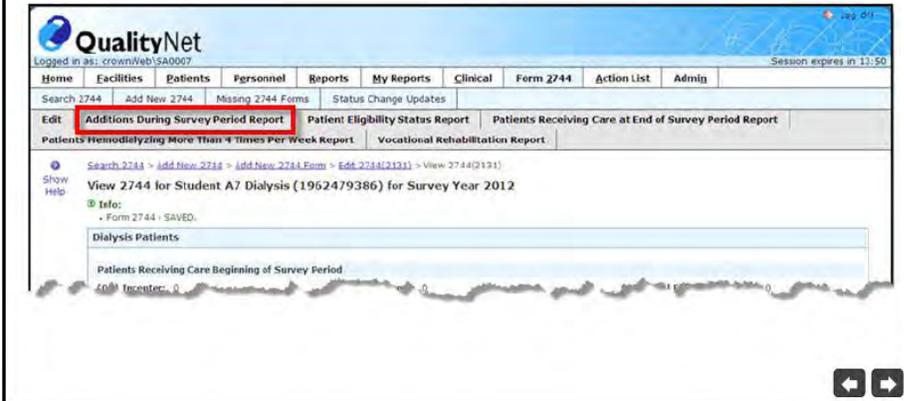
Figure 1. Finding System Discharge Patients

Figure 2. Finding System Discharge Patients
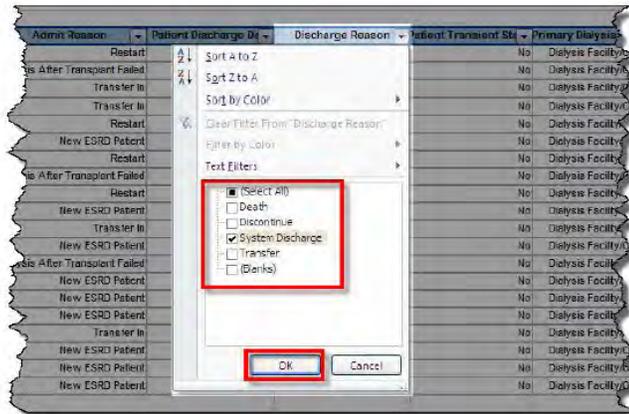
Figure 3. Finding System Discharge Patients

Figure 4. Finding System Discharge Patients

Figure 5. Finding System Discharge Patients

Look up the patient in CROWNWeb, using the CROWN UPI and review the Admit/Discharge Summary.

In many cases this can be resolved simply by changing the System Discharge to a Transfer Out.

If you believe the patient was in fact away as a *transient only*, you should check the admission record on the Admit/Discharge Summary with the date one day after the System Discharge date to see if the patient was accidentally transferred in as transient status "No" instead of "Yes".

Click on the name of the facility and look up their phone number. Call them, and ask them to make the correction. If they are unable or unwilling to assist you, you can contact the Network for help. Remember, if the facility you're asking to make the change is a batch submitting organization, and they only make changes in their local electronic medical record (EMR) system (e.g. Proton, E-Cube, Reggie, Visonex), it may take up to a week before the change shows up in CROWNWeb.

Populate Direct Entry Fields (Treatments, Staffing, etc)

Excerpt from ESRD Facility Survey (CMS-2744) Instructions for Completion

TREATMENT AND STAFFING

NOTE: The following section (fields 36 and 37) should reflect all outpatient treatments given to ESRD patients including self-care training treatments and those provided to transients during the survey year. Please be certain to report treatments to correspond with patients counted at the end of the survey period in a particular modality. If a situation occurs where a patient is reported at the end of the survey period but no treatments were provided, please explain why no treatments were provided in the Remarks section of the survey form. **DO NOT INCLUDE ACUTE TREATMENTS.**

Hemodialysis
Field 36: Outpatient Treatments. Enter the number of staff-assisted treatments, training hemodialysis treatments and treatments performed by self-dialyzing patients, incenter, during the survey period.

Other
Field 37: Other Treatments. Enter the number of all other types of treatments provided incenter. For all types of peritoneal dialysis training, report the number of days for which exchanges were provided. Do not report the number of exchanges and do not report days where no dialysis treatments or exchanges were furnished. For example, report the number of staffassisted and training intermittent peritoneal (IPD) treatments, CAPD and CCPD training days and all other number of treatments performed by self-dialyzing patients or training patients, incenter, during the survey period.

Staffing
Enter the number of Full Time and Part Time staff positions at your facility as of December 31. Also provide the number of Full Time and Part Time staff positions that are open and not filled as of December 31.

The following definitions are provided as guidelines in completing this section:
Full Time Position is defined as a position with at least 32 hours employment per week
Part time Position is defined as a position with less than 32 hours per week and includes per diem staff.

RN: Staff holding a Registered Nurse degree.
LPN/LVN: Licensed Practical Nurse, Licensed Vocational Nurse: Staff holding either of those degrees.
PCT: Patient Care Technician. Include staff providing direct patient care.
APN: Advanced Practice Nurse. The Advanced Practice Nurse (APN) is a Certified Registered Nurse (RN) with advanced certification as a nurse practitioner (NP) or a Clinical Nurse Specialist (CNS) who

has met advanced educational and clinical practice requirements. Do not report Certified Nephrology Nurses (CNNs) in this category. Do not double count a registered nurse in this category.
Dietitian: Renal Dietitians. Staff with renal dietitian credentials.
Social Worker: Staff with LCSW, MSW, BSW or other professional social work degrees.

Field 38: Enter the number of Full Time staff as of December 31: a) Registered Nurses, b) Licensed Practical Nurses/Licensed Vocational Nurses, c) Patient Care Technicians, d) Advanced Practice Nurses, e) Dietitians, and f) Social Workers.

Field 39: Enter the number of Part Time staff as of December 31: a) Registered Nurses, b) Licensed Practical Nurses/Licensed Vocational Nurses, c) Patient Care Technicians, d) Advanced Practice Nurses, e) Dietitians, and f) Social Workers.

Field 40: Enter the number of Full Time staff positions that are open as of December 31: a) Registered Nurses, b) Licensed Practical Nurses/Licensed Vocational Nurses, c) Patient Care Technicians, d) Advanced Practice Nurses, e) Dietitians, and f) Social Workers.

Field 41: Enter the number of Part Time staff positions that are open as of December 31: a) Registered Nurses, b) Licensed Practical Nurses/Licensed Vocational Nurses, c) Patient Care Technicians, d) Advanced Practice Nurses, e) Dietitians, and f) Social Workers.

Resolve Errors and Make Corrections as Needed to Auto-Populated Fields

Important: If your facility or the facility you're asking to make a change is a batch submitting organization that only makes changes to their local EMR system (e.g. E-Cube, Proton, Reggie, Visonex), it may take a week before the change shows up in CROWNWeb. When the change occurs in CROWNWeb, you will need to regenerate the 2744 in order for any auto-populated field to be updated on the 2744.

Patients Receiving Care Beginning of Survey Period:

Review your **2011** CMS 2744 and look at your Total Patients number (box 26) to compare what was reported as of Dec 31, 2011 to what CW is reporting as of Jan 1, 2012 in Box 3. These numbers should be the same. If they're not, you'll need to run this report.

Unmerge all of the cells and then sort by "Patient Admit Date".

For the 2012 report, anyone admitted prior to January 1, 2012 will be included in the patient count at "the beginning of survey period" (Box 3). You may want to select and sort just that section by "Patient Name" to make it easier to review. Compare the patients in CW to your end of the year roster.

Additions during Survey Period:

Review the additions (4A-7B). If you agree with the numbers, skip to the next section. If not, run the Additions during Survey Period list, select and sort by "Admit Reason" anyone who had a "Patient Admit Date" after Jan 1, 2012, these will reflect all of the additions during the survey year. If you disagree with a patient in a particular category, search for the patient in CW, look at the "Admit/Discharge Summary" screen and address the problem.

Losses during Survey Period:

Review the losses (8A-13B). If you agree with the numbers, skip to the next section. If not, run the Losses during Survey Period list, select and sort the entire sheet by "Discharge Reason." This section will reflect all the losses during the survey year. If you disagree with a patient in a particular category, then search for the patient in CW, look at the "Admit/Discharge Summary" screen and address the problem.

If you identify a patient who has died, but is listed as "discontinue", if the last event on the Admit Discharge Summary shows a Discharge Reason of "Discontinue," the patient will be counted as a discontinue and not as a "Death". Search for the patient in CW, go to the "Admit/Discharge Summary" screen and change the *discharge date* to the death date and the *discharge reason* to "Death".

Patients Receiving Care at End of Survey Period:

Select the "Patients Receiving Care at End of Survey Period Report" in the grey bar near the top of the screen. This list will tell you which patients CROWNWeb is counting as of Dec 31, 2012. You may want to sort by "Patient Name" to look at the list more easily. If your facility provides home dialysis under the same Medicare number (CCN), you may also want to sort by "Primary Dialysis Setting" to ensure that the correct patients are counted under the correct modality. Changes to modality are made by **adding** (as opposed to editing) a treatment record. If you make the changes only in your local system, you will have to wait for batch submission cycle, and then regenerate the report, to see the corrections to modality.

Patient Eligibility Status End of Survey Period:

Select the "Patient Eligibility Status Report" in the grey bar near the top of the screen. You may want to sort by "Patient Name." The codes for "Medicare Enrollment Status" are:

Code	Medicare Enrollment Status
1	Currently enrolled in Medicare
2	Medicare Application Pending
3	Non-Medicare

Please note especially for those patients that started close to the end of the year, that initially, when you look at that patient's record it looks as if the patient's Medicare status is there, which it is, but if the status was entered in the current year, for example 2013, it will not show up and be counted for the previous year (2012). So, you will need to edit the patient attribute history to reflect a date in that previous year for it to be counted on the 2744.

Hemodialysis Patients Dialyzing More Than 4 Times per Week:

If there are any numbers appearing in this section (30A-31B) and your facility is not aware of any patients fitting these criteria, select the "Patients Hemodialyzing More Than 4 Times per Week Report" in the grey bar near the top of the screen.

You will need to review the treatment records for any patients listed and edit the last record that covers 2012.

Vocational Rehabilitation:

Select the "Vocational Rehabilitation Report" in the grey bar near the top of the screen. You should may want to sort by "Patient Name". This list only pulls data on patient's aged 18 through 54. If you disagree with the list of patients then you should verify the patients' dates of birth. If you disagree with a patient's vocational rehabilitation status, you will need to edit the patient's attributes.

Submit 2744 to Network for Acceptance via CROWNWeb

Once you are satisfied with the data in the survey and there are no warnings or errors, it is now time to "Submit for Acceptance". Follow the steps from the Facility Editor Quick Start Guide, below:

Submit a Final for Network Acceptance

1 From the CROWNWeb Home Page, click Form 2744. The Form 2744 Search Criteria screen displays.

2 Enter your search criteria for the facility; click **Search**. The *Form 2744 Search Results* screen displays.

3 Click the **ID** of the desired facility. The *View 2744* screen displays the draft CMS-2744.

4 Click **Submit for Acceptance**. A confirmation dialog box displays asking, **"Are you sure you want to submit this 2744 for acceptance?"**

5 Click on **Yes**. The *View 2744* screen displays with the message, **"Form 2744 has been successfully submitted to your in-scope network."** The status changes from *DRAFT* to *FINAL*.

6 Scroll down the screen, click **Print**. The form displays in a PDF format.

7 Click the **Printer icon** (); enter any print parameters and click **OK**.

8 Sign the hard copy and mail to your ESRD Network.

Print, Sign, Send to Network

Signatures:

You will need to print the form to complete the signatures. Part One of the Facility Survey requires signatures, as follows:

Completed by:

Enter the name, title, and telephone number of the person who completed the Facility Survey for your facility. This person should be the individual who the ESRD network or CMS can contact to discuss any information provided in the Facility Survey.

Network Review Process

We will review the online and printed form and will contact you to let you know that your Annual Survey has been satisfactorily completed or if additional steps need to be completed.