

# **CMS' CROWNWeb Application Inquiring Minds Want to Know “Fifteen of the Renal Community’s Top CROWNWeb-Related Questions”**

**Featuring  
CMS**

[www.projectcrownweb.org](http://www.projectcrownweb.org)

# Today's Hosts

**Oniel Delva, BA, CTT**

**Communications Coordinator – Renal RCT Team**

**FMQAI – The Florida ESRD Network**

## Jacqueline Abt, RN, MS

*Government Task Leader (GTL) – Renal RCT Contract*

### **Centers for Medicare & Medicaid Services**

Jacqueline (Jackie) Abt is a nursing information specialist with clinical nursing and management expertise. As a CMS central office employee, Jackie serves as an informatics liaison to the ESRD project officers/other CMS divisions on both core contract issues and the CROWNWeb data system. She is also the program lead for CROWNWeb development, the GTL for NW 7's Renal – Requirements, Communications and Training (Renal RCT) contract, GTL for the Electronic Lab Data project, and Medicare Improvement for Patients and Providers projects.

## **Glenda Payne, RN, MS, CNN**

*Project Officer and ESRD Technical Advisor  
Centers for Medicare & Medicaid Services'  
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### **Centers for Medicare & Medicaid Services**

Glenda Payne is a nephrology nurse with more than 30 years experience in ESRD. She has state and federal survey experience and is part of the Survey & Certification ESRD Support Team responsible for surveyor training and developing resources to assist in the implementation of the ESRD Conditions for Coverage.

She serves as the project officer for the Network 7 contract, as well as for the RCT special project.

# CROWNWeb Responsiveness and Feedback Tree (CRAFT)

# Comments and Inquiries

Purpose of CRAFT e-mail account:

- Channel for CMS to learn renal community's needs.
- Used by entire community to submit change requests.
- Receives ~40 items per week.

# CRAFT Newsletters/E-Mail List

CRAFT - Primary way CMS communicates key items, such as the National Release plans:

## **Phase III - January 2011**

- At least 360 dialysis facilities nationwide.
- Includes QIMS and Multi-Factor security requirements.

## **National implementation**

- Expected late spring 2011 - 100% of dialysis facilities.

# CROWNWeb System Requirements

# System Requirements

**Q: What version of Internet Explorer is supported for CROWNWeb?**

**A:** The CROWNWeb system is designed to run in Internet Explorer version 6.0 or 7.0. You may need to check which version of the Internet Explorer browser you have on your computer if you experience difficulties viewing CROWNWeb. You will need to obtain a newer version of Internet Explorer if you are using a version that is older than 6.0.



# System Requirements

**Q: Will I need to download any software to my computer to use CROWNWeb?**

**A:** No. CROWNWeb is an Internet-based application, which means that no software is installed on your local computer. This application runs over the Internet through Internet Explorer.



# CROWNWeb and CMS: Policies and Procedures

# Policies and Procedures

**Q:** Sometimes, our facility collects Kt/V and Serum Creatinine labs on different days. When entering this information in CROWNWeb, I've received warning messages indicating that the dates must be the same. Due to this, I haven't been able to input these labs into CROWNWeb. Will this count against our facility?

**A:** It depends. If your facility is drawing the pre- and post- labs for Kt/V on different days, then Yes – Your facility will be “dinged”, as this practice results in invalid Kt/V values.

However, if you are drawing the Kt/V values and Serum Creatinine values on different days, while this may trigger a warning in CROWNWeb, it does NOT affect the accuracy of the Kt/V measurement, and thus will not count against your facility. Check the Ignore Warnings box in CROWNWeb and proceed.

# Policies and Procedures

**Q: When entering access information, if a patient was hospitalized and did not receive a treatment at our facility for that month, do we still enter access information for this patient? What date would we use?**

**A:** You are required to report clinical data only for the collection months that the patient was physically being treated at your facility. Patients who are discharged from a facility in CROWNWeb do not display the drop-down list.

When the patient returns from the hospital and is re-admitted into CROWNWeb, his/her name will once again appear in the drop-down box, giving you the ability to enter clinical data from that point on.

# Policies and Procedures

**Q: Do you foresee it being difficult to secure more volunteers to start CROWNWeb data entry at the exact time of bundling implementation?**

**A:** No. We hope facilities will continue to volunteer to help us be sure CROWNWeb is ready for full implementation. We recognize that the implementation of bundling will affect operations, but we do not think that participation in CROWNWeb Phase III will hinder any facility in their implementation of bundling.

# Policies and Procedures

**Q: Must organizations have on-site trainers to assist their employees with hands-on workshops/troubleshooting?**

**A:** Facilities have the ability to appoint “in-house CROWNWeb trainer(s)” if they choose. Those individuals can acquire the training materials and understanding needed to navigate through the CROWNWeb system by attending in-person or WebEx training meetings, or by simply accessing the information on the Project CROWNWeb website. Additionally, facilities can get the assistance needed to complete the required tasks by contacting the CROWN Help Desk via telephone or email.

# Policies and Procedures

**Q: If a user has not logged into the QIPS system in 3+ months, who do they contact to reset/reactivate their account?**

**A:** Users with locked or expired accounts must contact their appointed QIPS Security Administrator or the CROWN Help Desk to reset their passwords. If you are your facility's Security Administrator, you will need to contact the Network Security Administrator, who you registered with at your ESRD Network. Users must log into QIPS (soon to be QIMS) at least once in every 60 days for their accounts to remain active. Users' accounts will lock if the account remains unused for more than 60 days.

# Policies and Procedures

**Q: If our facility doesn't calculate Kt/V monthly or we only obtain the lab values used to calculate Kt/V but don't actually calculate the measurement, how should we calculate Kt/V in CROWNWeb?**

**A:** When values used in the Kt/V measurement are entered into CROWNWeb, the Kt/V value itself becomes required in the system. CROWNWeb does not perform the Kt/V calculation. However, there are many reputable Kt/V calculators widely available via the Internet that facilities can use to help them determine Kt/V measurements.

# Policies and Procedures

**Q: Why doesn't CROWNWeb collect (insert data field here)? Can you change it so it does?**

**A:** All measures collected in CROWNWeb have been defined and agreed upon by the renal community as well as by CMS. The measures in CROWNWeb satisfy the core requirements of the 2008 ESRD Conditions for Coverage. Over time, new measures will be added.

To be included, each measure must go through a screening process that includes the National Quality Forum as well as several levels of approval within CMS. Each measure must also be carefully defined through business requirements—the specifications of the measure must be clear so that everyone is entering the same sort of data into that new field.

# Policies and Procedures

**Q: A software vendor told me they have the ability to submit data electronically via CROWNWeb, is that true?**

**A:** While many software vendors may have the ability to output electronic files, there are only three organizations that are currently authorized to submit data electronically via CROWNWeb.

CMS is currently evaluating proposals to allow additional organizations to submit data electronically via CROWNWeb, but has not made a final decision as to whether or not this will be possible.

# Policies and Procedures

**Q: Is CROWNWeb replacing ALL of our facility's data management systems?**

**A:** No. The CROWNWeb system is not replace how your in-house systems currently manage your patients' information, test results, treatment data, etc. CROWNWeb only changes how you submit your facility and patient data to CMS.

# Policies and Procedures

**Q: Will I need at least four employees at my facility in order to use CROWNWeb?**

**A:** No. Each facility must have at least two CROWNWeb roles assigned: a CROWNWeb Facility Administrator and CROWNWeb Facility Editor. These roles can be held by the same person, which can be a nurse, a social worker, an administrator, or any other member of the staff.

The four personnel requirement confusion may have been generated from the current QIPS Account Process (for obtaining CROWNWeb accounts), which currently requires four different individuals for form completion.

# Policies and Procedures

**Q: Will individuals at uncertified/unsurveyed facilities be able to use CROWNWeb?**

**A:** Yes, if their facilities' information is in CROWNWeb and if they have completed the QIPS Account Process. Once the Network adds these facilities to CROWNWeb, their QIPS Security Administrators will be able to set up users to access CROWNWeb.

**Note:** Facility-level QIPS Security Administrators must first complete the QIPS Account Process, submit their original QIPS Account Forms to their appointed Network Security Administrators, and receive a User ID and temporary password before being able to set up remaining users at their facilities.

# Policies and Procedures

**Q: When do I need to report my vascular access data? Does it need to be the last day of the month?**

**A:** Users need to enter vascular access data into CROWNWeb at least once per month (per patient), on a year-round basis. This must be the latest clinical data collected for that patient, for that month. However, users can enter the data for any month up until the last day of the NEXT month. For example, users can enter August 2010 vascular access data up until the last day of September 2010.

# Training and Communications

# Training and Communications

**Q: I am new to ESRD and would like "start up" CROWNWeb information to better understand how to use the system and how to implement it in my daily practice. Where am I able to access something like this?**

**A:** [www.ProjectCROWNWeb.org](http://www.ProjectCROWNWeb.org) currently holds all of the training and communications materials that you would need to learn how to effectively use the CROWNWeb system. This site is complete with quick start cards that break down how to perform a specific task in the system, CROWNWeb simulations that give you the look and feel of the actual system, training materials used during in-person training, and more. You can choose the material that most meet your needs.

# CMS

## Comments and Wrap Up

# Final Comments



# Questions

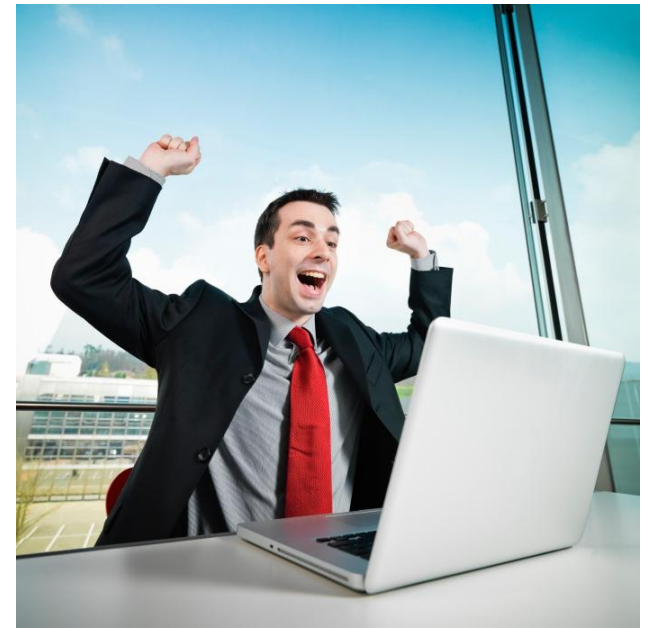


# Our Next Session

**CMS Community WebEx:  
Better Data, Better  
Outcomes**

**Date: September 30, 2010**

**Time: 2pm-3pm ET**



# Thanks!

For Further Information...

Email: [CRAFT@projectcrownweb.org](mailto:CRAFT@projectcrownweb.org)

CROWN Help Desk: **1-888-ESRDHD1**

Web Site: <http://www.projectcrownweb.org>

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