

Clinical and Operational Support Services and Offerings

Gold Program Start-Up Services:

- Assist with identifying site location – To ensure compliance with CMS Conditions of Coverage, as well as, State licensure requirements – Also, meeting the Life Safety Code Requirements of operating a home dialysis program.
- Help member complete and file all federal, state and city paperwork, including Medicare and Medicaid enrollment applications. This includes: Completing the CMS 855A Enrollment Application, CMS 3427 ESRD Application and Survey Certification Report, CMS Electronic Transfer document, State Applications as applicable, CMS Isolation Waiver as applicable.
- Assist with initial registration with commercial payors, coordinated with Renal Billing. Assist with determination of financial impact of being Out-of-Network vs In-Network provider.
- Interview potential employees – Nurses, Social Worker, Dietician – Confirm CMS compliance with position requirements, perform interviews of potential candidates, participate with evaluation of candidates and recommended compensation package based on market area.
- Coordinate the execution of all required 3rd party vendor agreements required prior to CMS certification.
- Planning Document – Outline of detail activities for opening a home PD program – Including administrative and clinical components: checklist identifying start-up activities, timelines, individual responsibility, and tracking execution of each item.
- Provide Policy and Procedure templates, including:

Clinical and Operational Policy and Procedures (1200+ Pages) – Updated as of 2017 Includes:

- I. **Startup** documents manual with CMS Conditions of Coverage and MAT Tool, clinic survey readiness preparation checklists with timelines.
- II. **Governing Body (GB)** manual with organization chart, initial GB meeting sample minutes and ongoing meeting minute notes. Also included: Personnel sample job descriptions, Clinical and Administrative forms, Audit Tools, and Skills Checklists, Dialysis Service Agreements, Medical Director, and Hospital and Chronic HD Facility back-up agreements.
- III. **Quality Assurance Performance Improvement (QAPI)** – Provides program description, responsibilities and QAPI data collection tool/report and adverse occurrence reporting.
- IV. **Infection Control**-Guidelines which outline infectious waste, disinfection, hand hygiene, staff and patient testing and vaccination to minimize exposure.
- V. **Emergency Preparedness (EP)-Updated to meet CMS EP Requirements effective November 2017.** Includes: Evacuation procedure preparedness, staff preparedness, Medical emergencies, Natural disasters, fire disasters, Emergency communication, resources.
- VI. **Home Dialysis Training and Support**- Goals of the home dialysis training program, QAPI, Roles and Responsibilities, Patient Education Program Policy.
- VII. **Patient Care**-Contains policies around the admission, and care of the patient accepted into the facility.
- VIII. **Peritoneal Dialysis (PD) Treatment Policy**, Procedures and Protocols-Contains policy, procedures and protocols for the training and care of the PD patient.
- IX. **Home Hemo Dialysis (HHD) Treatment Policy** Procedures and Protocols- Contains policy, procedures and protocols for the training and care of the HHD patient.

- Provide pre-opening, in-service review and training of Clinical and Operational Policy and Procedures
- Meet periodically with owners and staff, as needed
- Assess and assist with on-site “Survey Readiness,” including:

- a. Minimum of two/three on-site visits during start-up phase in preparation for CMS survey certification.
- b. Provide initial “Mock-Survey” to ensure CMS/State survey certification/licensure and CMS regulatory compliance.
- c. Fire and life safety code requirements (to a limited extent)
- d. Medicare and Medicaid certification requirements
- e. Satisfying CMS Conditions of Coverage requirements as it relates to operating a home dialysis program

Gold and Silver Program Ongoing Services and Support:

- Provide remote and on-site RN clinical training around the day to day activities of a home program nurse
- Assess Best Demonstrated Practices (BDP) of home program and staff
- Provide ongoing training and support in the areas of compliance around CMS Conditions of Coverage, including:
 - Governing Body development
 - Quality Assurance Performance Improvement (QAPI)
 - Inter-Disciplinary Team (IDT)
 - Maintenance of Patient Assessment and Plan of Care
- Offer the opportunity to participate in HON meetings and educational seminars, including WebEx programs
- Provide on-site HON representative engagement/consultation – minimum two (2) times annually
- Deliver ongoing clinical and educational consulting services and education
- Afford ongoing support tools, including:
 - Trademark branding and marketing materials/tools
 - Updating and evolving Clinical and Operational Policy and Procedures
 - Template Contracts
 - Sample Job Descriptions
- Provide the opportunity to utilize third-party vendor referral affiliation and/or agreements, including:
 - Architects
 - Electronic Medical Records (EMR) System*
 - Pharmacy
 - Patient Billing System*
 - Commercial and Private Pay contracting services
 - Laboratory Services *
 - Dialysis Supplies

* HON has an agreement in place with these vendors whereby members may utilize the vendor negotiated rate.