

# Sixth Annual Workshop Pediatric Critical Care Nephrology Program Management

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# Challenges & Strategies

## Learning Objectives

1. Managing a Critical Care Dialysis Program
2. Challenges in Managing a Program
3. Strategies in Maintaining a Program

# Manager

- Facility governance ( CMS conditions for Coverage) Interdisciplinary Team, QAPI.
- Healthcare and Safety
- Adequate Number of Qualified Staff
- General Operation of the Facility
- Budget and Costs

# Facility Governance

Every Dialysis facility is regulated by CMS. CMS provides guidance using an interdisciplinary integrated care system that emphasizes: patient assessment, care planning, care delivery, and quality assessment and performance improvement.(QAPI). Facilities are surveyed periodically to ensure compliance.

# Healthcare and Safety of Patients

## Adequate Quality Staffing

Providing each patient with a safe, high quality, pleasing experience of care.

Quality of care with the best outcome for every individual patient.

Ensuring quality care is provided by adequate numbers of qualified trained staff care for patients.

# Healthcare and Safety of Patients

## Adequate Qualify Staffing

Staff consists of but not limited to:

- Medical Director (Nephrologist)
- Registered Nurses
- PCT
- Water Treatment System Technician
- Dietitian
- Social Worker
- Child Life Specialist
- Medical Coder (charges and billing)

# General Operation of the Facility

- Multidisciplinary (QAPI) Committee and Governing Body.
- Continued Improvement of system processes and outcomes.
- Recruitment and retention of staff
- Skilled and qualified staff in all dialysis modality e.g. CRRT, PD, HD, TPE, and Home HD.

# General Operation of the Facility (cont)

- Policies/procedures/protocols
- Water treatment: Reverse Osmosis, Water testing and maintaining AAMI standards.
- Supplies and Storage.



# Budget and Cost

Fiscal responsibility is a key role of the manager. Capital and operating budgets must be developed annually and monitored for expense variances to budget.

- Salaries
- Contract Labor (water testing and maintenance)

# Budget and Cost

- Orientation and Education
- Medical supplies and pharmaceuticals
- Equipment lease, repair and maintenance
- Office supplies
- Utilities
- Administrative expenses

# Challenges

- Buy-in of stakeholders/cohesive team
- Equipment acquisition
- Formal Education
- Delineation of responsibilities
- Billing and revenue
- Support (clinical vs technical)

# Strategies



Miracles  
*made daily.*



# Strategies

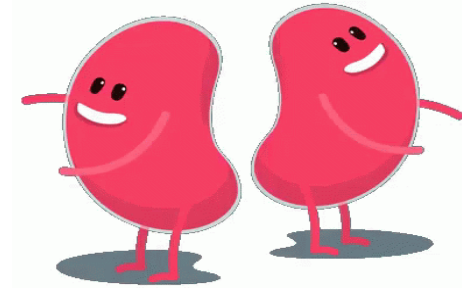
- Cohesive and dedicated team members with the same vision and mission in mind.
- Continuous evaluation/Annual Competencies (all staff members)
- Collaboration: Interdepartmental/Interdisciplinary
- Resources: Supplies and equipment. Billing and reimbursement.
- Support: Vendors, Technical.

# Conclusion

Managing and maintaining a Program requires:

- Team work and thoughtful planning and decision making
- Well balanced and practical educational program for fully committed professionals.
- Order sets, policies, procedures and protocol.
- Resources and support 24/7
- Ongoing education, competencies and support
- Billing and reimbursement

# Thank You



# Questions?