

“We believe in partnering with our physicians. This includes providing them laboratory services they are happy with, reports they like and timely responses to any questions they have.”

Barbara Bednar, MHA, RN, CNN

About Reliant Renal Care

With clinics in Texas, Michigan, Colorado and Alabama, Reliant Renal Care provides dialysis services to over 500 patients and is committed to continuously improving quality. Senior management, all with extensive dialysis experience, and clinic leaders are provided comprehensive data analysis tools needed for critical analysis of the processes within their units. These tools allow them to determine quality levels and quickly assess clinic protocols and patient treatments. One of these tools is Satellite’s ordering and reporting system, LabCheck.

For president and chief executive officer Barbara Bednar, it is quality that matters most. This includes being one of the first independent providers to incorporate CMS’ measurement assessment tool (MAT) into their reports. “We have specific quality targets we expect to achieve and having the ability to quickly evaluate the delivery of care being provided is paramount. - LabCheck gives us that ability”.

Corporate Perspective

With LabCheck, Reliant Renal Care is able to report not only their own quality assessment and performance guidelines, but can include Network and CMS goals and targets as well for a complete picture of performance. And for management, the flexibility of LabCheck lets them view facility data, multiple facilities or corporate level reports with key dialysis measures like adequacy, anemia and nutrition automatically categorized and calculated - saving valuable time. “We benchmark with facility report cards that can be shared across the company,” said Ms. Bednar, “With the shared reporting, our physicians, nurse practitioners, and clinical staff can interact with their peers to improve protocols, guidelines and clinical processes.”

Dialysis CQI

Designed specifically for dialysis CQI, LabCheck’s reporting features allow Reliant Renal Care to instantly and accurately generate reports based on whatever clinical performance measures they choose. They are also ensured that they meet CMS’ Conditions for Coverage requirements with patient assessments, care plans and report cards. And with sophisticated QAPI reporting built-in to LabCheck, Reliant Renal Care has the flexibility they need to monitor their quality and performance initiatives.

Preparing for Change

Quality is important, there is no question. With pay for performance and bundling in the future for dialysis providers, Ms. Bednar is prepared and LabCheck is a key component in that readiness. “LabCheck is so flexible, we can quickly generate our CQI reports, we can customize reports or drill down to any quality indicator we are measuring, with just a few mouse clicks,” she finished.

Summary

With government reporting requirements increasing, tracking and reporting on patient and facility outcomes is becoming much more critical and laboratory service providers are in a unique position to help clients with their assessments of performance. Clinics have drastically reduced the time spent compiling data and reports for their monthly or quarterly quality meetings with these reporting services. With LabCheck’s trend and distribution reports graphically representing results over time, Reliant Renal Care clinicians have been able to quickly spot trends and adjust patient treatments in a timely manner.