

<b>ESRD Network Coordinating Center (NCC) NEMO REFRESHER WebEx MEETING AGENDA</b>	
<b>Subject</b>	NEMO System Refresher
<b>Date/Time</b>	<b>Wednesday, April 27, 2011 3:00 PM – 4:00 PM EST</b>
<b>Conference Call/WebEx</b>	Dial-in: <b>1-888-311-9051</b> <b>WebEx Link:</b> <a href="https://qualitynet.webex.com">https://qualitynet.webex.com</a> Participant Code: <b>8 3 6 4 2 2</b> Meeting Password: <b>NEMO</b>

Item	Description of Activity	Presenter
<b>1</b>	<p><b><u>NEMO User Guide:</u></b></p> <ul style="list-style-type: none"> <li>● Revised User Guide and Appendixes distributed on March 11<sup>th</sup> to NEMO Users/NEPOP Processors. <ul style="list-style-type: none"> <li>▪ Network Feedback/Comments</li> <li>▪ Questions/Answers Portion</li> </ul> </li> </ul>	Jeanine Pilgrim
<b>2</b>	<p><b><u>NEPOP Processor Checklist Review:</u></b></p> <ul style="list-style-type: none"> <li>● Newly developed process Checklist distributed on March 11<sup>th</sup> to NEMO Users/NEPOP Processors as part of the updated Quick Reference User Guide. <ul style="list-style-type: none"> <li>▪ Network Feedback/Comments</li> </ul> </li> </ul>	Jeanine Pilgrim
<b>3</b>	<p><b><u>Network NEMO User Satisfaction Survey/Results:</u></b></p> <ul style="list-style-type: none"> <li>● NCC disseminated electronic NEMO Survey to NEMO Users/NEPOP Processors on January 21<sup>st</sup>; survey results tallied as of February 4<sup>th</sup>.</li> <li>● Results Discussion <ul style="list-style-type: none"> <li>▪ Network Feedback/Comments</li> </ul> </li> <li>● NCC Implemented Corrective Actions/Responses - <ul style="list-style-type: none"> <li>▪ On the 9<sup>th</sup> of the month only those Networks that have not yet submitted their RMF will receive the automated system RMF submission reminder.</li> <li>▪ Network Suggestion to add “Discontinued Treatment” as a return category.</li> <li>▪ NCC <i>Out-of-Office</i> notices to be applied to both voicemail and e-mail communications; notifying requestors that the NCC Representative will be out of the office/duration of absence.</li> </ul> </li> </ul>	Jeanine Pilgrim
<b>4</b>	<p><b><u>Open Q &amp; A</u></b></p>	Group Discussion

*New ESRD Mailing Organizer  
(NEMO)  
Network Refresher WebEx*

*ESRD Network Coordinating Center (NCC)  
IPRO ESRD Network of New York  
April 27, 2011 3:00 – 4:00 PM EST*



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# *WebEx Overview*

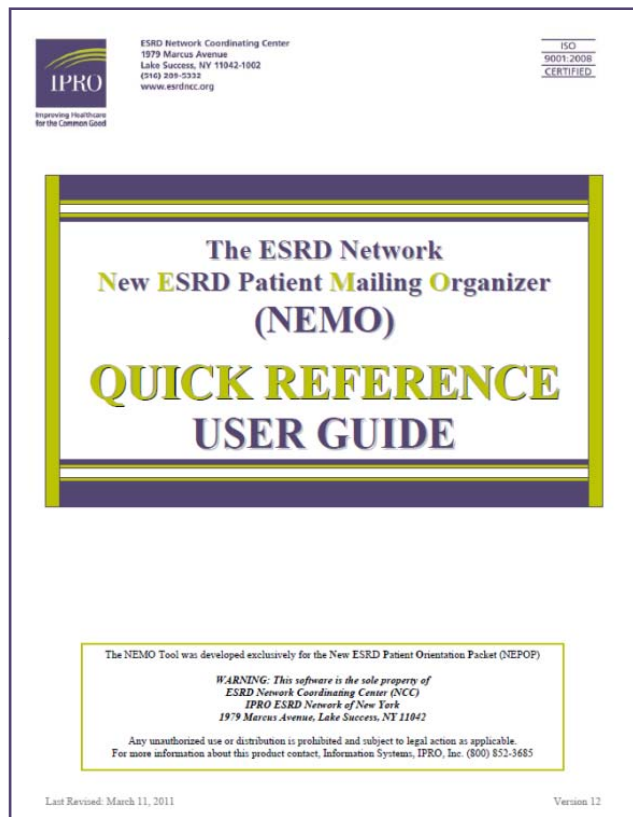
**WebEx participants include ESRD Network Data Managers and NEMO Users/NEPOP Processors.**

**During this meeting we will:**

- Review the updated NEMO User Guide.
  - Garner Network User Feedback.
- Discuss the newly developed “NEPOP Process Checklist”.
- Present NEMO User Satisfaction Survey Results.
  - Discuss NCC Implemented Corrective Actions.



# NEMO User Guide



The NCC recently updated and reformatted the existing NEMO system User Guide.

## NEMO Quick Reference User Guide –

- provides NEMO Users with step-by-step instructions and screen images. An overall process checklist is also included.

## User Guide Appendixes –

- contains detailed descriptions of additional system functions and features.

## Glossary of Terms –

- offers definitions and detailed descriptions of all NEMO terms used within the User Guide.



# NEPOP Process Checklist

During the recent User Guide update and redesign a concise “Process Checklist” was developed.

This checklist is included within the new “Quick Reference User Guide”.

The checklist offers a listing of each step to be performed by the Network processor.

2 PROCESS CHECKLIST

- The NCC provides the Network NEMO processor with the monthly RMF by the 15<sup>th</sup> calendar day of each month via QualityNet Exchange.
- Download the monthly RMF via QualityNet.
- Save the monthly RMF to the local Network drive.
- Open the RMF database by logging into the NEMO system.
- As applicable, review the “NCC Communication Message”.
- Review the various worksheets within the “Reports” section of the RMF.
- Print worksheets as necessary to use as working guides, recommended:
  - ✓ “NCC Memorandum”
  - ✓ “Correction Request Worksheet”
- Enter the “Returned Envelope and Address Corrections” section.
- Retrieve individual patient records by:
  - ✓ Keying in the patient’s unique identifier or
  - ✓ Scanning the patient’s barcode.
- Manually perform the necessary patient record updates by:
  - ✓ Inputting the specific return reason.
  - ✓ Inputting the needed patient record changes.
- Click “UPDATE” after each patient entry to save the new information to the NEMO system.
- Repeat record update process for each patient return contained within the “Correction Request Worksheet”.
- Review the “Completed Corrections Worksheet” to ensure all patient records have been addressed and updated accurately.
- Upload the modified RMF back to the NCC via QualityNet Exchange by the 10<sup>th</sup> calendar day of each month.

# NEMO Satisfaction Survey

**ESRD Network Coordinating Center- NEMO Survey**

**1. NEMO User Satisfaction Survey**

**1. The NCC delivers our monthly Network RMF on time (by the 15th of each month).**

I Strongly Agree  
 I Agree  
 I Disagree  
 I Strongly Disagree

If you disagree, please provide an example or further explanation:

**2. The NCC confirms receipt of the Networks' monthly RMF deliverable in a timely manner.**

I Strongly Agree  
 I Agree  
 I Disagree  
 I Strongly Disagree

If you disagree, please provide an example or further explanation:

**3. The NEMO system accurately records the processing of the monthly NEPOP returns.**

I Strongly Agree  
 I Agree  
 I Disagree  
 I Strongly Disagree

If you disagree, please provide an example or further explanation:

The NCC disseminated an electronic NEMO Satisfaction Survey to NEMO Users/NEPOP Processors on January 21<sup>st</sup>.

- The NEMO User Satisfaction Survey consisted of 10 multiple choice questions.
- A detailed results summary will be made available on the NCC website: [www.esrdncc.org](http://www.esrdncc.org).

# *NEMO Satisfaction Survey Results*

## **1. The NCC delivers our monthly Network RMF on time (by the 15th of each month).**

- 29% I Strongly Agree (Representing 5 responses)
- 65% I Agree (Representing 11 responses)
- 6% I Disagree (Representing 1 response)

## **2. The NCC confirms receipt of the Network's monthly RMF deliverable in a timely manner.**

- 41% I Strongly Agree (Representing 7 responses)
- 59% I Agree (Representing 10 responses)

# *NEMO Satisfaction Survey Results Continued...*

## **3. The NEMO system accurately records the processing of the monthly NEPOP returns.**

- 6% I Strongly Agree (Representing 1 response)
- 53% I Agree (Representing 9 responses)
- 24% I Disagree (Representing 4 responses)
- 17% I Strongly Disagree (Representing 3 responses)

## **4. The NCC is responsive to Network suggestions submitted through the NEMO system.**

- 12% I Strongly Agree (Representing 2 responses)
- 35% I Agree (Representing 6 responses)
- 24% I Disagree (Representing 4 responses)
- 6% I Strongly Disagree (Representing 1 response)
- 24% Not Applicable- I have never submitted a suggestions through the NEMO system. (Representing 4 responses)

# *NEMO Satisfaction Survey Results Continued...*

## **5. The NCC clearly communicates with the Networks regarding updates to the NEMO/NEPOP processes.**

- 12% I Strongly Agree (Representing 2 responses)
- 59% I Agree (Representing 10 responses)
- 29% I Disagree (Representing 5 responses)

## **6. The NCC provides adequate NEPOP inventory management and effectively communicates with the Network regarding required NEPOP introduction letter updates.**

- 12% I Strongly Agree (Representing 2 responses)
- 53% I Agree (Representing 9 responses)
- 6% I Disagree (Representing 1 response)
- 29% Not Applicable- I have never submitted a NEPOP Introduction letter for updating. (Representing 5 responses)

# *NEMO Satisfaction Survey Results Continued...*

## **7. The NCC responds to inquires and/or concerns in a timely manner.**

- 12% I Strongly Agree (Representing 2 responses)
- 59% I Agree (Representing 10 responses)
- 18% I Disagree (Representing 3 responses)
- 6% I Strongly Disagree (Representing 1 response)
- 6% Not Applicable – I have never submitted an inquiry/issue. (Representing 1 response)

## **8. The NCC adequately resolves inquiries and/or concerns in a timely manner.**

- 12% I Strongly Agree (representing 2 responses)
- 53% I Agree (representing 9 responses)
- 29% I Disagree (representing 5 responses)
- 6% Not Applicable – I have never submitted an inquiry and/or concern to the NCC. (Representing 1 response)

# *NEMO Satisfaction Survey Results Continued...*

## **9. I am satisfied with the level of support and service provided by the NCC.**

- 12% I Strongly Agree (representing 2 responses)
- 65% I Agree (representing 11 responses)
- 18% I Disagree (Representing 3 responses)
- 6% I Strongly Disagree (Representing 1 response)

## **10. On average, within a single processing month, how many times do you contact the NCC with questions, comments, or concerns.**

- 71% 1-3 (Representing 12 responses)
- 6% 3-6 (Representing 1 response)
- 24% I have not contacted the NCC with a question. (Representing 4 responses)

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## *NCC Corrective Actions/Responses*

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- **NEMO Automatic Reminder:** On the 9th of the month only those Networks that have not yet submitted their RMF will receive the automated system RMF submission reminder.
- **NCC Out-of-Office Notices:** to be applied to voicemail in addition to e-mail communications; notifying requestors that the NCC Representative will be out of the office.

# *Questions & Answers*



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ESRD Network  
Coordinating Center

***Open Forum for sharing Network success stories and best practices in utilizing the NEMO tools.***

***Would anyone like to share any thoughts, questions or comments?***



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*THANK YOU!*

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*Thank you for your time and participation in this NEMO WebEx session.*

*We hope the information presented and discussed was beneficial and useful in your future NEMO/NEPOP processing.*

***Your continued support is appreciated!***



## For more information contact:

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