



User Guide



Table of Contents

Program Guidelines.....	3
General.....	3
Renewal of Status	3
Where to Begin	4
Users who Earned ANY Diamond Status Last Program Year	5
New Users	8
Audit Policy for All Users.....	10
How to Participate	11
Module Certificates of Completion.....	15
Continuing Education Credit.....	15
Nurses, PCTs, Social Workers, and Dietitians	15
CCHTs	16
Facility Records of Status/Performance.....	17



Program Guidelines

Visit the [5-Diamond website](#) for additional information on program guidelines.

General

- The 5-Diamond Patient Safety Program is offered to dialysis facilities nationally.
- Each program year runs on an eleven month cycle: mid-January - mid-December.
- Participating facilities that did not earn Diamond status (1- through 5-Diamond during 2023 Program Year) must register for the 2024 program year.
- Diamond activity earned during one program year does not carry over to the next program year.
- Facilities should identify one project lead who will be the person who has access to the 5-Diamond Patient Safety Program system for training and reporting access.
- Facilities must complete the mandatory *Culture of Safety* module each year of participation in order to earn Diamond status and to print module certificates. This module must be completed first, in order to access additional module offerings.
 - 100% of entire staff must participate in the mandatory *Culture of Safety* module (this includes Dietitians, Management, Nurses, Medical Directors, Social Workers, and Technicians).
- In order to achieve Diamond status for any module, the facility lead must complete the module Reporting Form and submit via the 5-Diamond Patient Safety Program website.
- Facilities must complete the mandatory *Program Review* upon the completion of their 3rd or 5th module (depending on new vs. renewal status) in order to access final/5-Diamond status certificate.

Renewal of Status

- Renewal of status is only offered to facilities that earned/renewed 5-Diamond status during the previous program year.
- Renewal facilities must repeat the mandatory *Culture of Safety* module for each year status is renewed and complete two additional modules.
- Renewal facilities may repeat modules completed in previous program years as content is updated regularly.
- Renewal facilities must complete the mandatory *Program Review* upon completion of their 3rd module in order to access final/5-Diamond status certificate.



Where to Begin

Visit the 5-Diamond website at 5diamondpatientsafety.org:

5 DIAMOND
Patient Safety Program

Assisting dialysis facilities to improve both staff and patient awareness of specific patient safety areas, promoting patient safety values, and building a culture of patient safety in every dialysis facility.

WELCOME TO OUR 2024 PROGRAM YEAR!

The 5-Diamond Patient Safety Program was developed in 2008 for dialysis providers and other healthcare staff to assess and improve their culture of patient safety within their dialysis facilities.

The program is an automated, online, national educational resource, consisting of patient safety topic modules including the tools and resources necessary to implement each patient safety concept. Any dialysis facility, regardless of network status, may participate in the program. For each module successfully completed during a program year, the facility earns one Diamond. Upon successful completion of five modules, and a Program Review questionnaire completed by all staff, the facility is recognized as a 5-Diamond Patient Safety Facility.

We are excited to launch the 17th program year which is free to every dialysis facility in the nation, with full continuing education credit available. For instructions, tips and tricks to using the new platform check out the 5-Diamond User Guide.

NOTE - YOUR USER NAME IS YOUR IDENTIFICTION, TIP AND TRICKS TO USING THE NEW PLATFORM CHECK OUT THE 5-DIAMOND USER GUIDE. YOUR FACILITY'S DLT MEDICARE CERTIFICATION/PROVIDER NUMBER (CCN).

LET'S GET STARTED

THIS YEAR'S PROGRAM MODULES

Click on available for the following modules:

- Culture of Safety (Mandatory 1st Module)
- Care Coordination/Care Transitions
- Home Dialysis Therapy
- Transplantation
- Vaccinations
- View User Guide

LET'S GET STARTED

NEW for 2024

If your facility earned ANY Diamond Status (1- through 5-Diamond) during the 2023 Program Year:

Click the [Let's Get Started](#) button

LET'S GET STARTED!

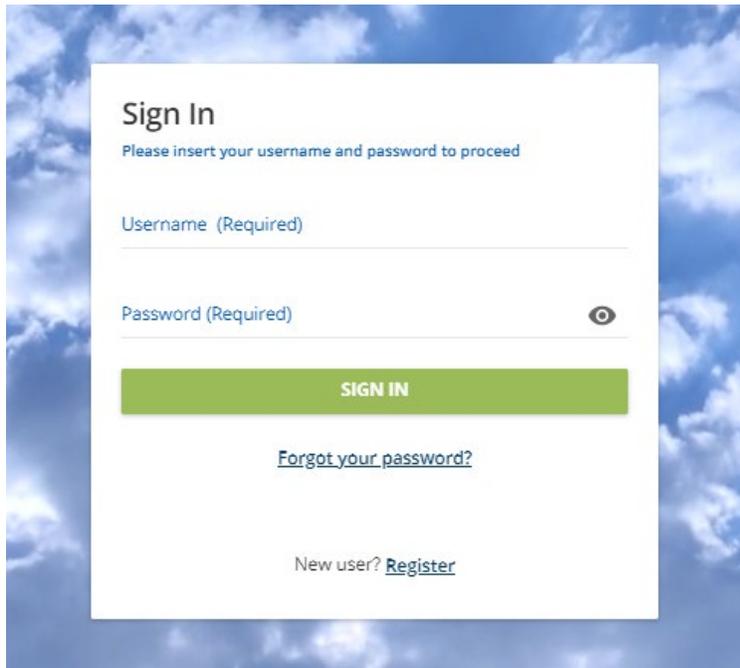
and use the *Forgotten Password* feature to access your account!

[Remember: Your User Name is your facility's Medicare Provider/Certification Number (CCN)]



Users who Earned ANY Diamond Status Last Program Year

If your facility earned 1 – through 5-Diamond status in last year's program: WELCOME BACK! New for this year, users who earned ANY Diamond status in the previous program year do not need to re-register! Please choose **Forgot your password?**

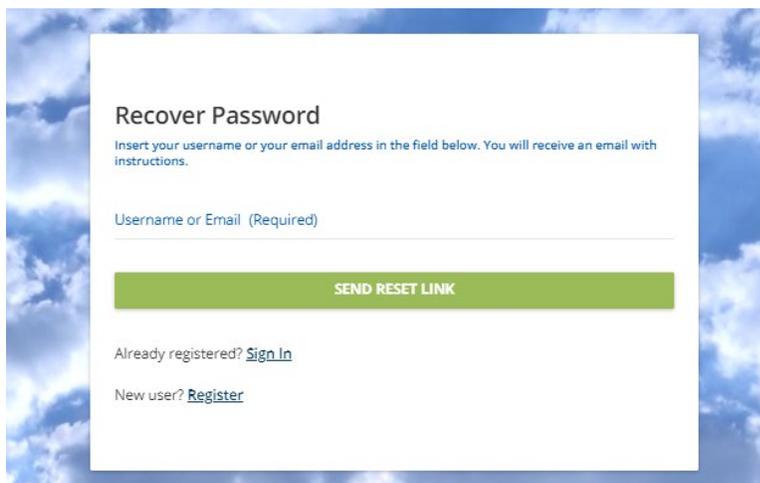


The screenshot shows a 'Sign In' form with a white background and a blue sky background. The form contains the following elements: a title 'Sign In', a subtitle 'Please insert your username and password to proceed', a 'Username (Required)' input field, a 'Password (Required)' input field with a toggle icon, a green 'SIGN IN' button, a blue link for 'Forgot your password?', and a link for 'New user? Register'.

A screen will appear prompting you to **enter your User Name.**

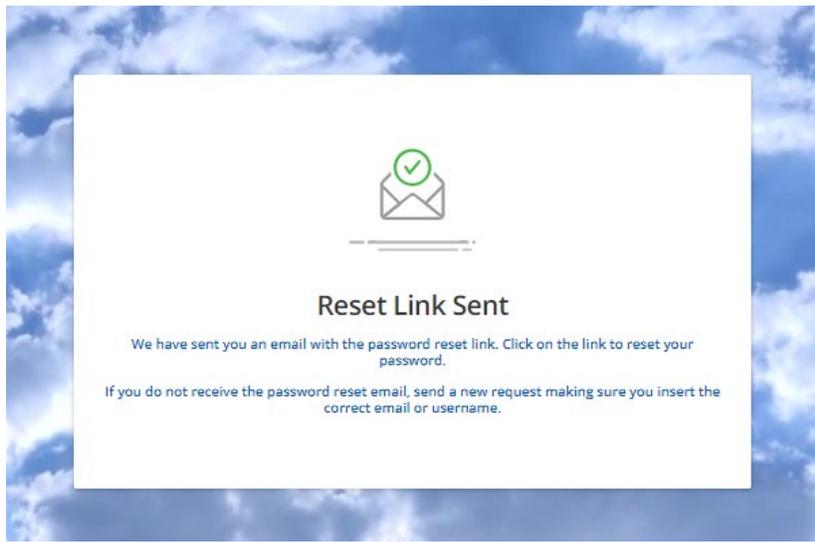
Your User Name is your facility's 6-Digit Medicare Provider/Certification Number (CCN).

Then, click Send Reset Link.



The screenshot shows a 'Recover Password' form with a white background and a blue sky background. The form contains the following elements: a title 'Recover Password', a subtitle 'Insert your username or your email address in the field below. You will receive an email with instructions.', a 'Username or Email (Required)' input field, a green 'SEND RESET LINK' button, a link for 'Already registered? Sign In', and a link for 'New user? Register'.

You will see the message below:



Please check your email. If you do not receive a password reset email:

1. Check your SPAM/Junk mail folder.
2. Send a second request to ensure the correct email address has been used for the User ID.
3. **If you still do not receive an email**, please reach out to the National Manager to see if you have an existing account or if you need to re-register. The National Manager can be reached at hcecil@qualityinsights.org.
4. You may not have an existing account and may need to register or an existing account could be linked to a former lead.

Within a few minutes of request, you should receive an email from learn@qualityinsights.org:

If you asked to reset the password for your account, click on the following link:
<https://5DiamondPatientSafety.qualityinsights.org/learn/user/reset-password/b32bbf80d80a4dff41965faef385af3a>
If you have not requested to reset your password, ignore this email. Do not worry, your account is still protected.

You should be routed to a page that contains an opportunity to reset your password.

5 DIAMOND
Patient Safety Program

Reset Password

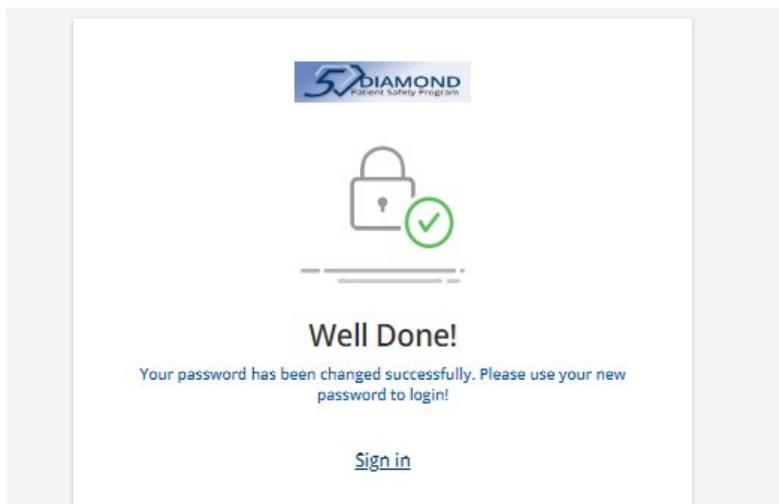
Insert your new password in the field below, then retype it for confirmation. It's case sensitive.

New Password (Required)

Retype New Password (Required)

CHANGE PASSWORD

Successful log-in should result in:



Click **Sign-in** and enter your User Name and Password. Your User Name is your facility's Medicare Provider/Certification Number (CCN). A facility can only have one account so if the person leading this program for your facility changes, please reach out to the National Manager at hcecil@qualityinsights.org for assistance.

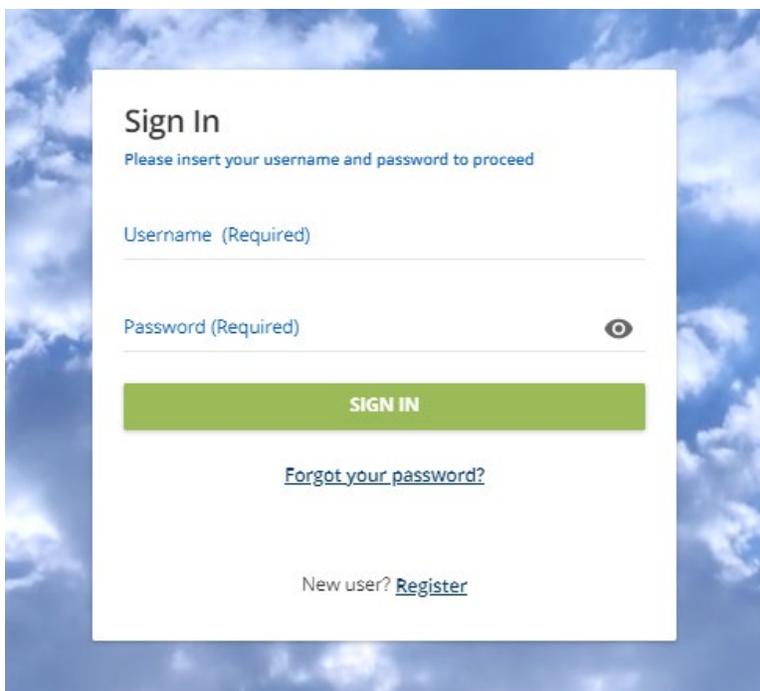
Upon successful log-in, continue with the How to Participate section of this User Guide.

New Users

If your facility did not participate in the previous year's program, or did not achieve Diamond status last program year, you will need to register to access the modules, tools, and resources.

- Each participating facility should identify one individual to serve as the lead for the facility's 5-Diamond activity.
- This person should register the facility in the program, as only one email address can be used for each facility account. In most cases, this is the individual's email address; in some cases the facility/clinic-specific email address is used.
- A facility can only have one account so if the person leading this program for your facility changes, please reach out to the National Manager at hcecil@qualityinsights.org for assistance.

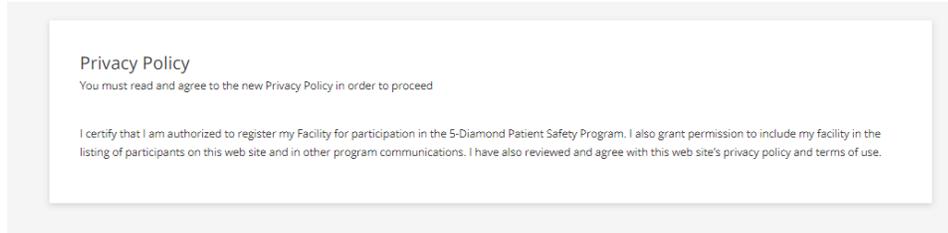
To register your facility to participate in the program, please choose **New User? Register**

A screenshot of a web application's sign-in page. The page has a white background with a blue sky and clouds border. At the top, it says "Sign In" in bold, followed by the instruction "Please insert your username and password to proceed". Below this are two input fields: "Username (Required)" and "Password (Required)". The password field has a small eye icon to its right. A green button labeled "SIGN IN" is positioned below the fields. Underneath the button are two links: "Forgot your password?" and "New user? Register".

The registration screen is where you will set your account's User Profile. Enter the following information of the person who is leading the 5-Diamond Patient Safety Program within your facility:

- Email address (clinic/facility email may be used in lieu of an individual's email)

- Enter the name of the person who is leading the program with your facility
- Enter and confirm the password for the account
- Select your preferred display language
- Agree to Privacy Policy (below)



A screenshot of a web registration form titled "Register". Below the title is the text "Begin your new learning experience by simply filling out this form." The form is divided into two steps: "1 User Profile" and "2 Enrollment Fields". The "User Profile" step includes the following fields: "Email (Required)", "First Name (Required)", "Last Name (Required)", "Password (Required)", "Retype Password (Required)", and "Language (Required)" (a dropdown menu). At the bottom of the form, there is a checkbox for "ESRD 5 Diamond Policy View Privacy Policy (Required)" and a link for "Already registered? Sign In". A green "NEXT" button is located at the bottom right of the form.

- Click Next to complete facility enrollment fields

The facility enrollment page will display collecting the following information about the facility registering to participate in the program:

- Re-enter name of the person who is leading the program with your facility
- Enter Facility CCN (6-digit Medicare Certification/Provider number) – **THIS WILL BE YOUR USER NAME**
- Enter Facility Name
- Enter Facility's Network Number



- Enter total number of Facility Staff
- Enter total number of Facility Patients
- Agree to program audit policy (below)
- Click Register

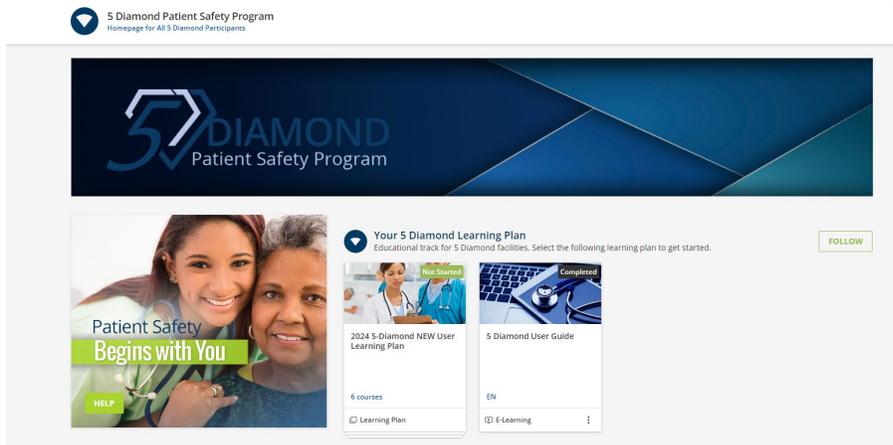
The screenshot shows a registration form titled "Register" with the subtitle "Begin your new learning experience by simply filling out this form." The form is divided into two steps: "1 User Profile" (completed) and "2 Enrollment Fields" (current step). The "Enrollment Fields" section contains several required input fields: "Facility-Level Project Lead First Name (Required)", "Facility-Level Project Lead Last Name (Required)", "Facility CCN (Required)", "Facility Name (Required)", "Network # (Required)" (with a dropdown arrow), "Total # of Staff (Required)", "Total # of Patients (Required)", and "Corporate Ownership (Required)". Below these fields is a section for "Agree to be Audited? (Required)" with a text input field containing the word "Yes". At the bottom of the form, there is a "PREVIOUS" button on the left and a "REGISTER" button on the right. The background of the form is a blue sky with clouds.

Audit Policy for All Users

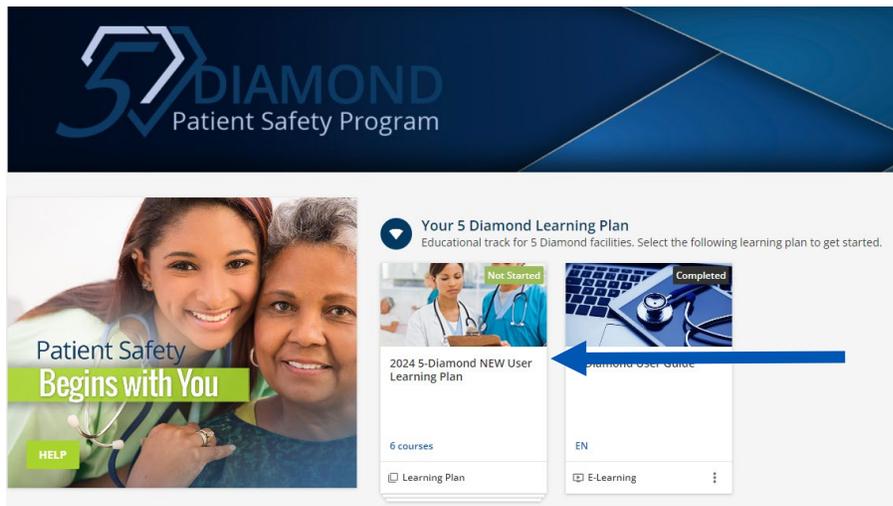
The 5-Diamond Patient Safety Program conducts audit reviews of module submitted by facilities. Participating facilities are required to maintain hard copies of in-service attendance log, and any/all additional documentation required by the module (i.e. module Pre- and Post-Tests completed by 100% of your staff, any tracking tools, policies and procedures, etc). If as a result of an audit, the facility is not approved for the module, Diamond status for that module can/may be lost until the facility meets the requirements for Diamond status. If you have any questions, please contact us.

How to Participate

Once you have successfully logged in, you should see a screen like this:



Click on the **Get Started box** (titled New or Renewal 5-Diamond User Learning Plan, depending on your facility's status).



Clicking the **Get Started box** will display a screen with the module offerings available to your facility.

The Culture of Safety module must be completed first and will unlock additional module offerings once successfully completed. All other module offerings will remain locked and un-accessible until the Culture of Safety module has been successfully completed.



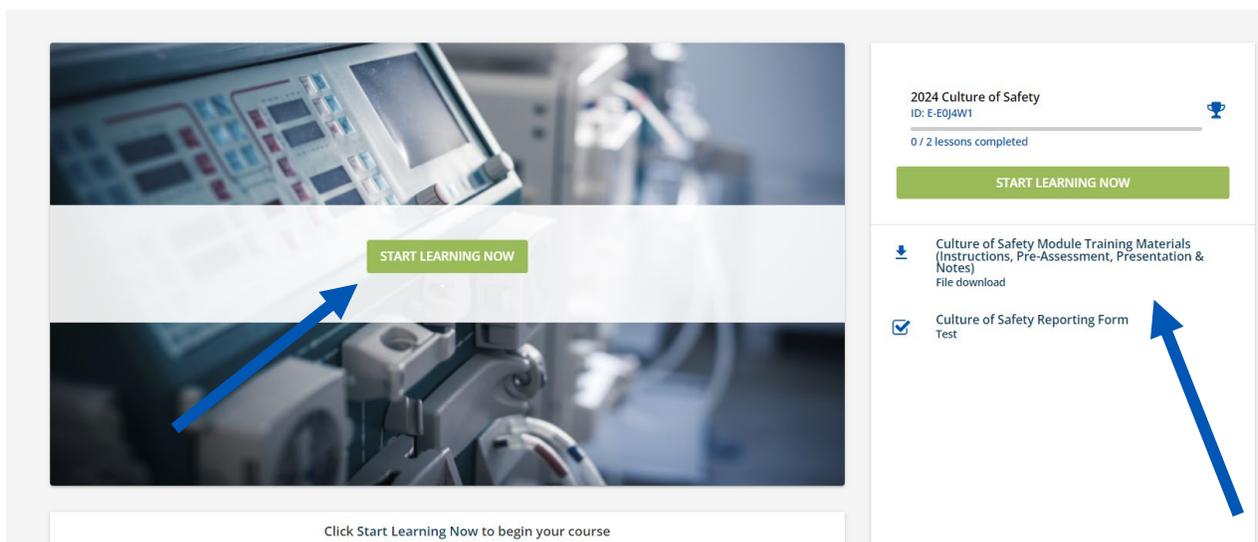
INSTRUCTIONS:

1. Complete the mandatory course titled **Culture of Safety** first.
2. Complete the additional **four** courses in the order of your choice.
3. Complete the **Program Review** last to finalize and earn 5-Diamond status.

		2024 Culture of Safety MANDATORY PROGRAM MODULE: Upon completion of this module, dialysis facility personnel will be able to: describe the basic concepts of patient ... E-Learning
		2024 Care Coordination/Care Transition Upon completion of this module, dialysis facility personnel will be able to: define care coordination and care transitions discuss challenges associate... E-Learning
		2024 Home Dialysis Therapy Upon completion of this module, dialysis facility personnel will be able to: describe home dialysis therapy to all eligible patients identify eligible patie... E-Learning
		2024 Transplantation Upon completion of this module, dialysis facility personnel will be able to: recognize transplantation as the preferred modality for dialysis patients wi... E-Learning
		2024 Vaccinations Upon completion of this module, dialysis facility personnel will be able to: identify recommended vaccinations for dialysis patients discuss myths vs. ... E-Learning
		2024 Program Review Upon completion of your last module, and before being issued final 5-Diamond status, all users are required to complete a Program Review. The Pro...

Click on **Culture of Safety** to begin module coursework.

The Culture of Safety module page will display.



Click Start Learning Now to begin your course

Click on **START LEARNING NOW** or on each module requirement contained in the menu on the right. Each requirement must be completed in order to fulfill module requirements and earn Diamond status. Included in all content, for all modules are:



Module Training Materials – available for you to download and share with facility personnel to complete module requirements (these include instructions for you, any assessments, pre-/post-tests, tally sheets, the module presentation, and presentation notes, necessary to fulfill module requirements to earn Diamond status).

Reporting Forms – must be completed by facility Project Lead. Each reporting form captures summary response data the facility Project Lead collects before, during, and after facility-level module training (i.e. this is where pre-/post-test responses are collected, as well as other module-specific requirements required to earn Diamond status).

Each module also has a File Repository (scroll down to the bottom of the module page) that includes additional tools/resources that may prove helpful in meeting module requirements or to extend your reach with education/information within your team and/or among your patients. The File Repository displayed below, as an example, is from the *Culture of Safety* module:

Course Description

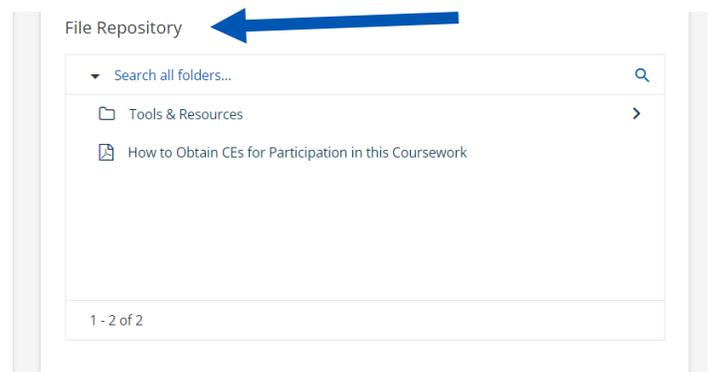
MANDATORY PROGRAM MODULE:

Upon completion of this module, dialysis facility personnel will be able to:

- describe the basic concepts of patient safety in the healthcare environment
- identify best practices to prevent safety errors
- engage patients and families to enhance their culture of safety

In order to earn Diamond Status, all measures below must be met:

- 100% of staff complete module pre-assessment
- 100% of staff complete in-service training module
- Complete associated module Reporting Form



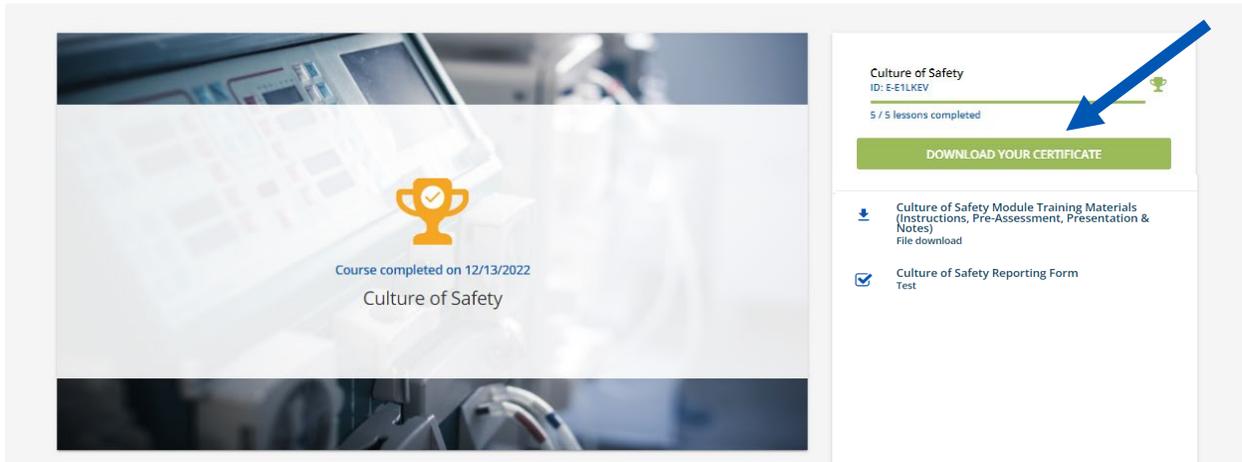
In order to complete a module, facility program leads should:

1. download and distribute the instructions and training materials
2. distribute any **pre**-assessment or **pre**-test in **advance** of sharing module educational materials with their team. This is to gauge the culture before training
3. **collect completed pre-assessments/pre-tests** and **tally to summarize** responses
4. distribute the module presentation & notes, and any additional resources to your team
5. distribute any **post**-assessment or **post**-test **after** sharing module educational materials with their team. This is to gauge the culture post-training

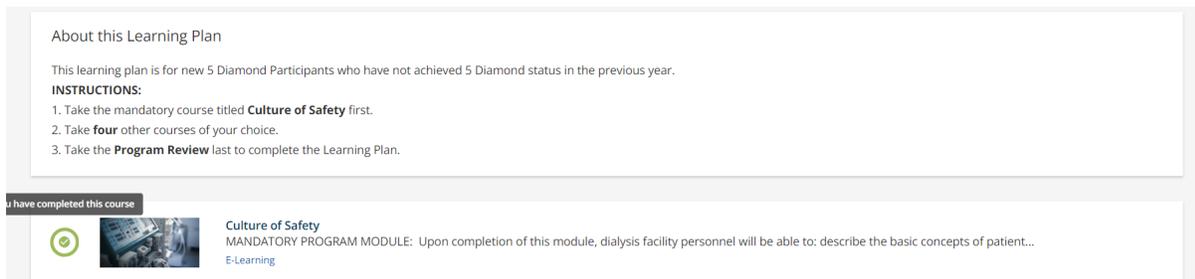


6. **collect completed post-assessments/post-tests** and **tally to summarize** responses
7. **discuss with your team** the presentation & notes, summarized pre-/post-assessment/test results, any additional resources, your facility's current culture, opportunities for improvement, and any other module requirements.
8. **complete the module Reporting Form** contained within the online module training. Each module has it's own reporting form, collecting information that was required of the module: any pre-assessment or pre-/post-test summary response data, etc.

Once the module is successfully completed, the module page will display a completion symbol and date the module was completed. You will also be able to download the module completion certificate.



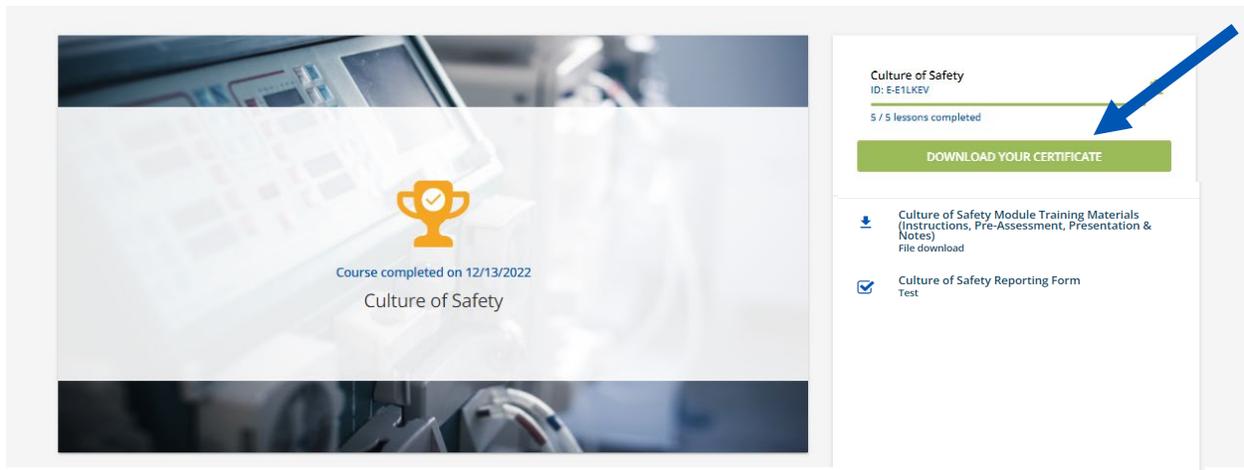
Return to the facility's Get Started page and note the module will be deemed complete with a **green** check mark and will display as follows:



Additional module offering access will also now be unlocked (blue check) in order for the facility to pursue in the order or your choice. Each additional module selected should be completed in the same manner noted above.

Module Certificates of Completion

Completion of each module extends the participating facility a Diamond certificate acknowledging completion of that specified module. Upon successful completion of all module requirements, the module page will display a completion symbol, noting the date the module was completed. The green **START LEARNING NOW** button on the menu (right) will change to display **DOWNLOAD YOUR CERTIFICATE**.



Click to download your module completion certificate in PDF format. Certificates may be accessed upon log-in at any time, just seek out the module you are seeking the completion certificate for and use the button noted above.

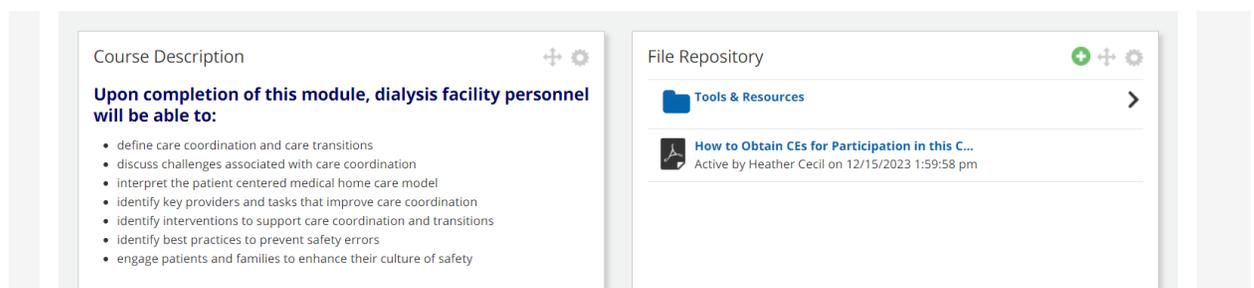
Continuing Education Credit

Nurses, PCTs, Social Workers, and Dietitians

The 5-Diamond Patient Safety Program is pleased to partner with Quality Insights to extend the option of up to 1.0 continuing education credit per module to nurses, social workers, and technicians for completion of any of the program modules. Dietitians have the opportunity to earn up to 1.25 CPEUs per module for program module coursework.

In order to receive continuing education credit, the facility's lead should download the module-specific directions contained within the File Repository on the module's training page.

- The File Repository can be located by scrolling down on your screen until the lower right-hand box titled "File Repository" is displayed. The File Repository contains key module resources as well as module-specific information on how to obtain continuing education credit, by approved disciplines.
- Use the repository's forward and back arrows to scroll through each module's File Repository resources offerings; looking for the *How to Obtain CEs for Participation in this Coursework* document. These instructions can be downloaded and shared with each participating team member.



CCHTs

Technicians must complete 30 continuing education hours during a 3-year period to renew CCHT certification. The National Nephrology Certification Commission (NNCC) will accept all 5-Diamond Patient Safety Program modules towards CCHT re-certification requirements, if the module in-service is presented by a licensed RN within the facility. Once the facility successfully completes a module, it earns a "Diamond" and prints a certificate from the participant summary page. The certificate can be duplicated, and the following information can be added:

- Name of the CCHT that participated
- Date and name of the program
- Number of Contact Hours Awarded (1.0)
- Signature of licensed staff RN providing in-service program

This information should be written/documentated on the contact hour form contained within the CCHT re-certification application. Please be sure to include "5-Diamond Program" in the title (ex. for *Culture of Safety* module, list as "5-Diamond Program: Culture of Safety"; for the Hand Hygiene module, list as "5-Diamond Program: Hand Hygiene", etc.)

[Download NNCC's CCHT Re-Certification Application Form](#)

[Access the NNCC's Online CCHT Re-Certification Application Form](#) (requires user log-in)

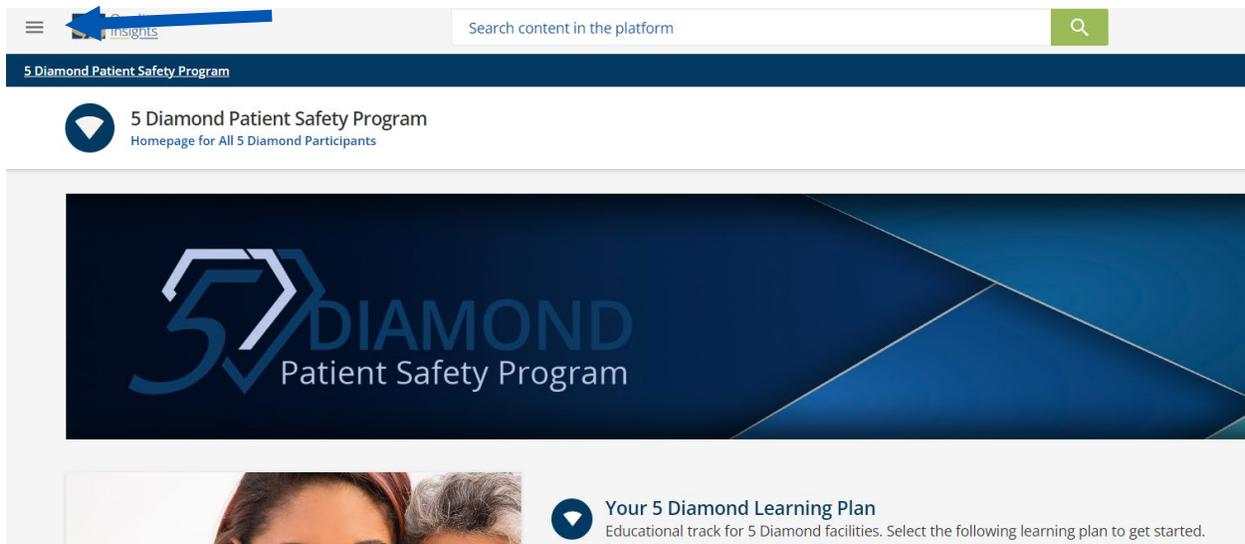


It is estimated that each in-service will take approximately one hour, therefore the NNCC will credit each module in-service at 1.0 CE. The NNCC recognizes module completion towards technician recertification requirements only.

Facility Records of Status/Performance

The 5-Diamond system holds records of each Program Year under each User's My Activities section, starting with the 2023 Program Year. This section includes downloadable copies of each module's certificate of completion. To access your facility's My Activities:

Click the 3 horizontal lines/hamburger in upper left corner of your screen:



A menu will appear. Click **My Activities**:



Your most recent activity will appear:

Click on **Courses** to display any completed courses:

COURSE CODE	COURSE NAME	USER STATUS	ENROLLED	EXPIRATION DATE	COURSE COMPLETION	CREDITS (CEUS)	TOTAL TIME	SCORE
5D	2023 Care Coordination/Care Transitions	ENROLLED	12/16/2022				0s	0.00
5D	2023 Mental-Behavioral Health	COMPLETED	12/16/2022		8/16/2023		1h 41m	0.00
5D	2023 Home Dialysis Therapy	ENROLLED	12/16/2022				0s	0.00
5D	2023 Transplantation	ENROLLED	12/16/2022				0s	0.00
5D	2023 Vaccinations	COMPLETED	12/16/2022		8/16/2023		0h 19m	0.00
5D	2023 Antibiotic Stewardship	ENROLLED	12/16/2022				0s	0.00
5D	2023 Health Literacy	COMPLETED	12/16/2022		8/16/2023		51h 31m	0.00
5D	2023 Slips, Trips, and Falls	COMPLETED	12/16/2022		8/16/2023		1h 30m	0.00
5D	2023 Culture of Safety	COMPLETED	12/16/2022		2/8/2023		10h 35m	0.00
5D	2023 Program Review	COMPLETED	12/16/2022		10/4/2023		9h 15m	0.00

Click the **Ribbon**  to the right of each completed module to download or print that module certificate.

Culture of Safety	COMPLETED	12/5/2022	12/13/2022	58h 33m	0.00	
-------------------	-----------	-----------	------------	---------	------	---

For more information on the 5 Diamond Patient Safety Program visit the website at: <https://www.qualityinsights.org/5Diamond>. For direct assistance with registering or accessing your facility's 5-Diamond account, please contact hcecil@qualityinsights.org.

