



User Guide



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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 2024 Program Year) must register for the 2025 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).
- 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.

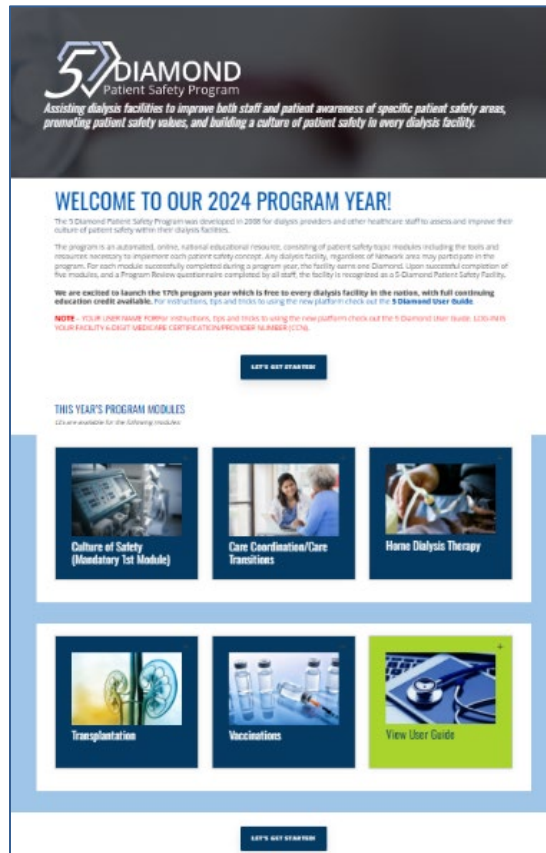
Renewal of Status

- 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:



NEW for 2025

If your facility earned ANY Diamond Status (1- through 5-Diamond) during the 2024 Program Year:

Click the *Let's Get Started* button

LET'S GET STARTED!

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

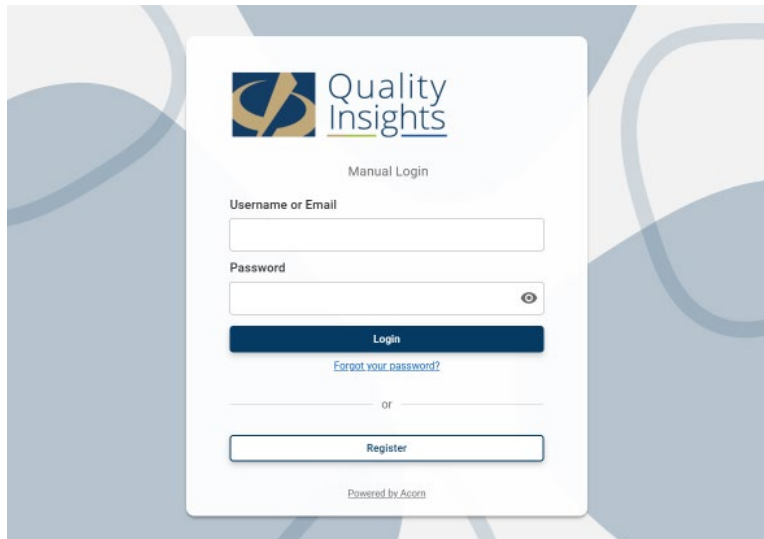
[Remember: Your User Name is your facility's Medicare Provider/Certification Number (CCN)]



Users who Earned ANY Diamond Status Last Program Year

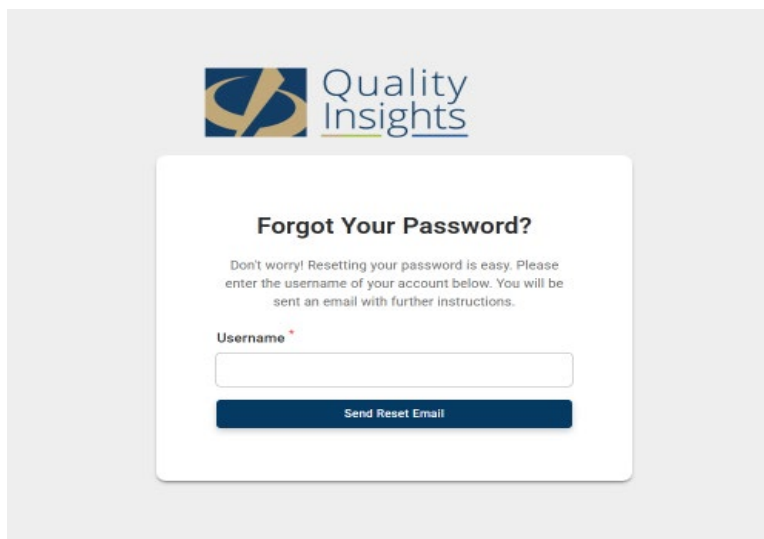
If your facility earned 1 – through 5-Diamond status in last year's program: WELCOME BACK! You do not need to re-register!

1. Please choose [Forgot your password?](#)

A screenshot of the Quality Insights Manual Login page. The page features the Quality Insights logo at the top left. Below the logo, the text "Manual Login" is centered. There are two input fields: "Username or Email" and "Password". The "Password" field has a toggle icon on the right. Below the input fields is a blue "Login" button. Underneath the "Login" button is a link that says "Forgot your password?". Below this link is a horizontal line with the word "or" in the center. Underneath the line is a "Register" button. At the bottom of the page, it says "Powered by Acorn".

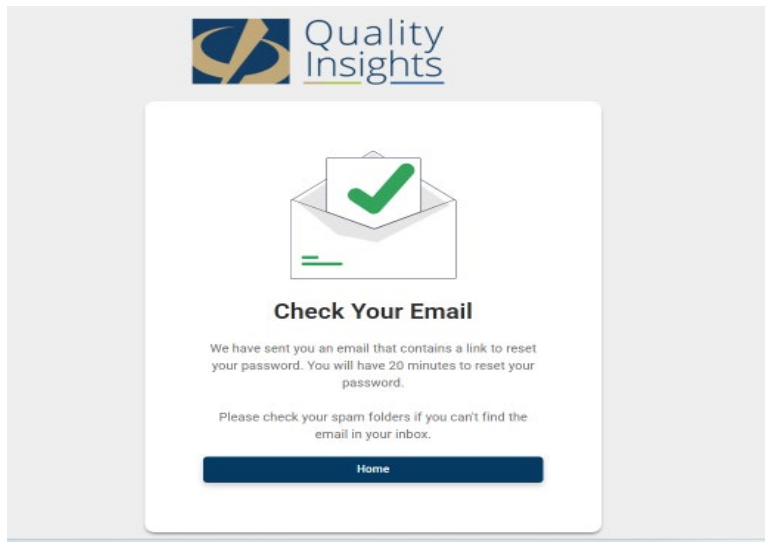
2. A screen will appear prompting you to **enter your User Name.**

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

A screenshot of the Quality Insights "Forgot Your Password?" page. The page features the Quality Insights logo at the top left. Below the logo, the text "Forgot Your Password?" is centered. Underneath this text is a paragraph: "Don't worry! Resetting your password is easy. Please enter the username of your account below. You will be sent an email with further instructions." Below the paragraph is a label "Username" followed by a red asterisk. Underneath the label is a text input field. Below the input field is a blue button that says "Send Reset Email".

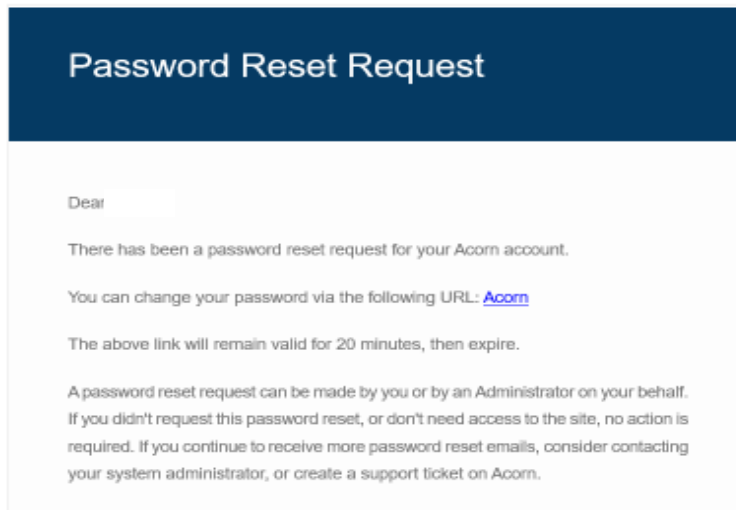
3. Then, **click Send Reset Email.**

4. You will see the message below:



5. Please check your email.

6. Within a few minutes of request, you should receive an email from Acorn PLMS reply@qualityinsights.acornplms.com:



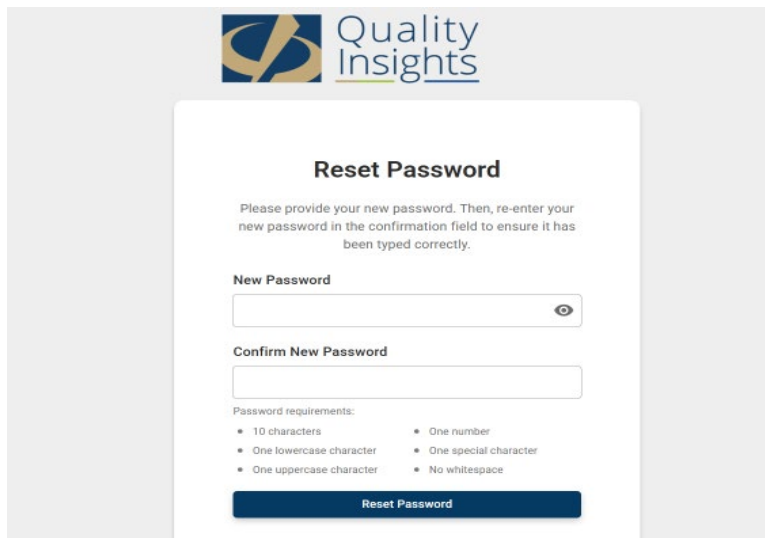
If you received the email, continue to Step 7.

If you do not receive a password reset email:

- Check your SPAM/Junk mail folder.
- Send a second request to ensure the correct CCN has been entered as your User Name.

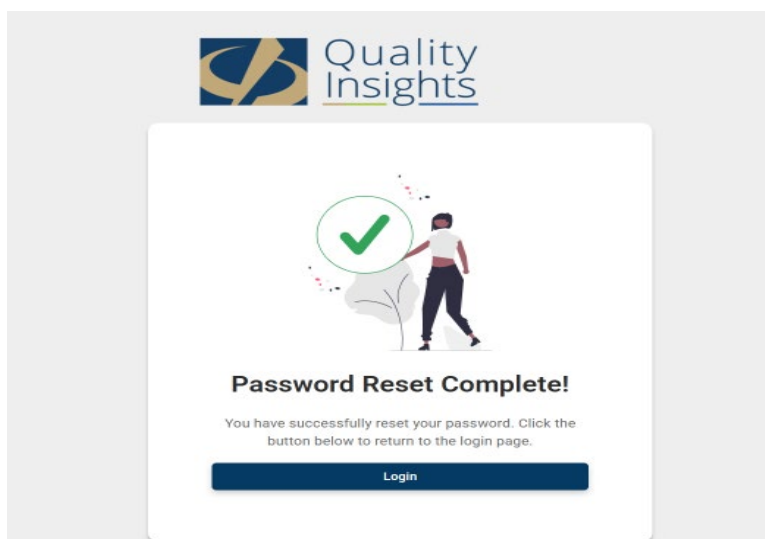
- **If you still do not receive an email**, please reach out to the National Manager to see if you have an existing account or if you need to re-register. The National Manager can be reached at hcecil@qualityinsights.org.
- You may not have an existing account and may need to register, or an existing account could be linked to a former lead or your clinic's email address.

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



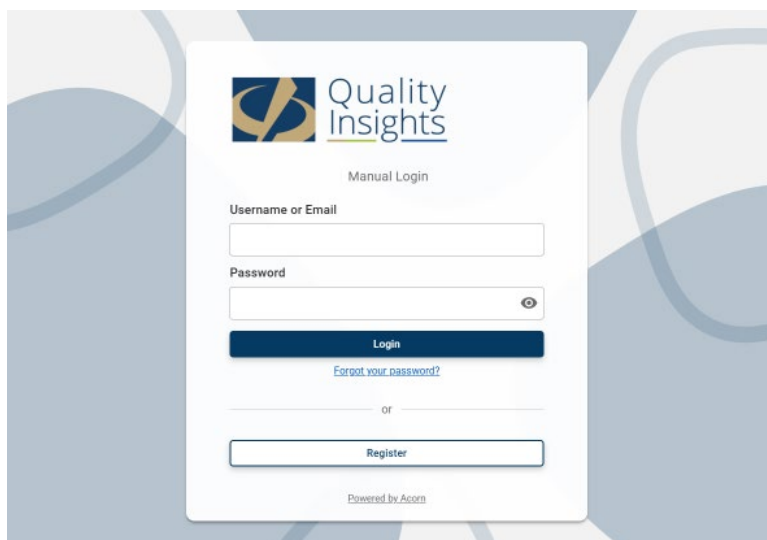
The screenshot shows the 'Reset Password' page for Quality Insights. At the top is the Quality Insights logo. Below it, the heading 'Reset Password' is centered. A message reads: 'Please provide your new password. Then, re-enter your new password in the confirmation field to ensure it has been typed correctly.' There are two input fields: 'New Password' and 'Confirm New Password'. Below these fields, the 'Password requirements' are listed: 10 characters, One lowercase character, One uppercase character, One number, One special character, and No whitespace. A blue 'Reset Password' button is at the bottom.

8. Successful new password should result in:



The screenshot shows the 'Password Reset Complete!' page for Quality Insights. At the top is the Quality Insights logo. Below it is an illustration of a person standing next to a large green checkmark. The heading 'Password Reset Complete!' is centered. A message reads: 'You have successfully reset your password. Click the button below to return to the login page.' A blue 'Login' button is at the bottom.

9. Click Login and enter your User Name [your facility's Medicare Provider/Certification Number (CCN)] along with new password you created.



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.

Returning Users Who Did Not Earn 5-Diamond Status Last Year

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 an 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 visit <https://www.qualityinsights.org/5Diamond> and click Let's Get Started. On the log-in page, choose **Register**.

New Users

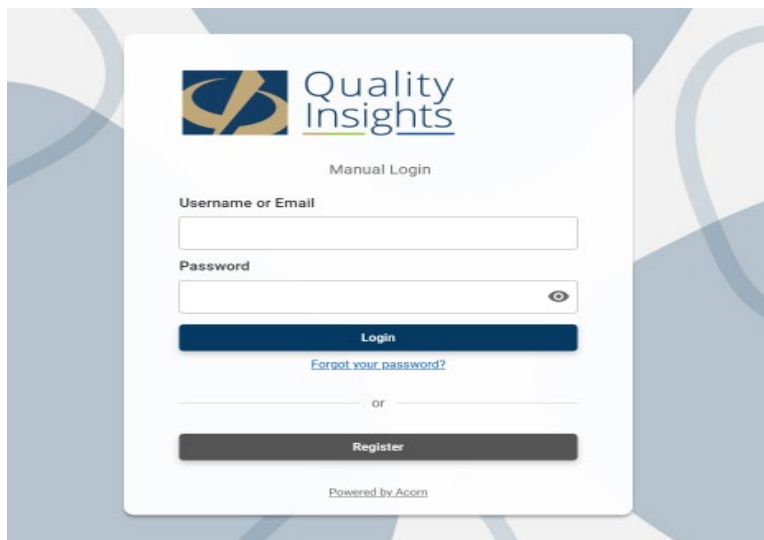
Welcome to the Program! If your facility did not participate in the previous year's program, or did not achieve any level of Diamond status last program year, you will need to register to access the modules, tools, and resources.

- 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 using the facility's Medicare Provider/Certification Number (CCN) as the User Name.
- Please provide the best email address for contact with the facility, as only one email address can be used for each facility account. In most cases, this is an 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.

Registration

To register your facility to participate in the program, please visit <https://www.qualityinsights.org/5Diamond> and click Let's Get Started.

1. On the log-in page, please choose **Register**

The image shows a web form for manual login to the Quality Insights system. At the top is the Quality Insights logo, which consists of a stylized 'Q' and 'I' icon followed by the text 'Quality Insights'. Below the logo is the text 'Manual Login'. There are two input fields: 'Username or Email' and 'Password'. The 'Password' field has a small eye icon to its right. Below the 'Password' field is a blue 'Login' button. Underneath the 'Login' button is a link that says 'Forgot your password?'. Below this is the word 'or' and a grey 'Register' button. At the very bottom of the form, it says 'Powered by Aconex'.

2. Complete the fields on the registration form:

A screenshot of a web browser displaying the 'Quality Insights' registration form. The form is titled 'Registration' and features the 'Quality Insights' logo at the top left. It contains five input fields: 'First Name' with a red asterisk, 'Last Name' with a red asterisk, 'Username' with a note 'Please use your CCN#. Username must be lowercase.', 'Email', and 'Password' with a toggle icon. The form is set against a light blue background with abstract shapes.

This registration screen is where you will set-up your facility's accounts and User Profile. Enter the following information for your facility:

Primary Information:

- First Name
- Last Name
- User Name
- Email
- Password
- Confirm Password

Facility Information:

- Facility Name
- 5-Diamond Lead Name
- ESRD Network #
- # of Patients
- # of Staff
- Corporate Ownership

An email will be sent to the email address you provided during registration to verify you are the email account holder.



Verify Email Address

Dear [redacted],

Thank you for registering on Acorn.

To verify your email address, please visit following URL: [Acorn](#).

After you verify your email, you will receive an additional email noting that your verification is complete and your registration is pending approval.



Verification Successful. Account Pending Approval

Dear [REDACTED]

Thank you for verifying your email!

Your account is pending approval. As soon as your registration is approved, you will receive another email from us to confirm your registration status.

The National Manager will conduct approvals a minimum of daily, Monday – Friday 8 am. – 5 p.m. ET. Once your registration has been approved, you will receive an additional email letting you know you may log-in and begin.



Registration Approved

Dear [REDACTED]

Your account has been approved! You can now login and start your learning journey.

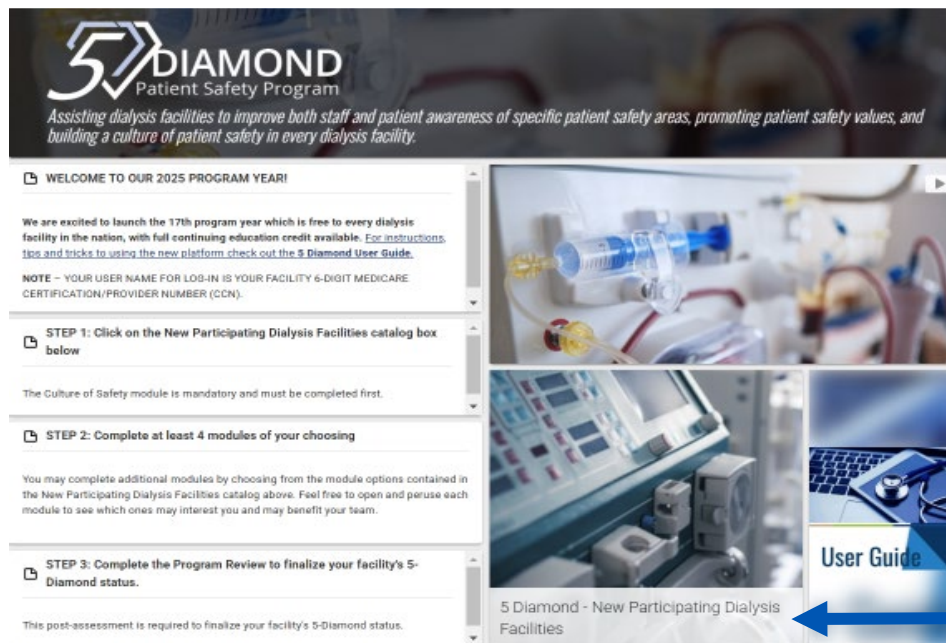
[LOGIN](#)

These sound like a lot of emails, but the process is fairly quick and easy. It also ensures account security and that you are in the correct learning plan.

Completing Program Modules

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

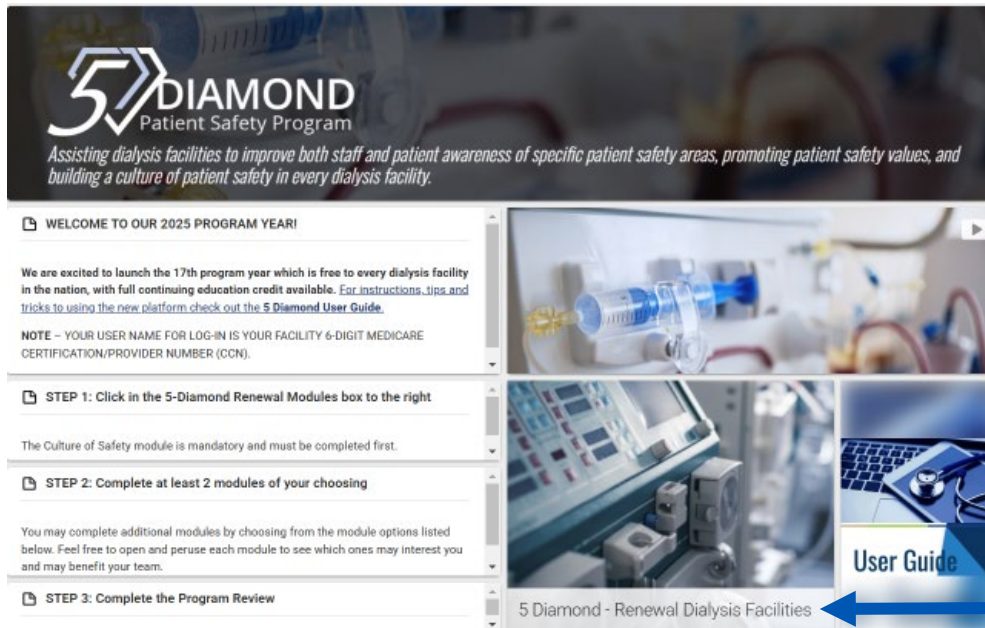
New Participants: Click on the **5-Diamond – New Participating Dialysis Facilities** box.



Instructions are on the left, access to this User Guide is on the right, and access to your facility's learning plan is the box in the center titled 5-Diamond – New Participating Dialysis Facilities.

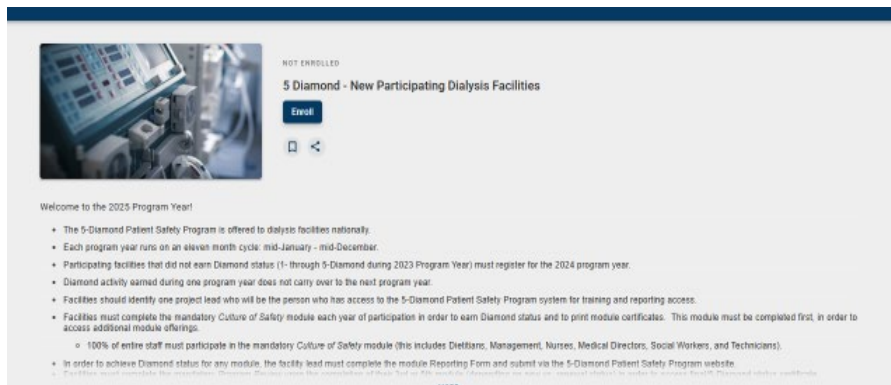
Click the words or image above the words 5-Diamond – New Participating Dialysis Facilities.

Renewal Participants: Click on the **5-Diamond – Renewal Dialysis Facilities** box.



The next screen will share all the module offerings available to your facility this program year. Your facility learning plan is set to your activity status as a New or Renewal user, with step-by-step instructions for advancing through modules to completion.

New Participating Facilities:



Scroll down to access your facility's learning plan options.

* To complete the course you must complete all marked activities.

STEP 1: Click on the Culture of Safety module to begin

* ☒ Culture of Safety (2025)


STEP 2: Complete at least 4 modules of your choosing

- ☒ Transplantation (2025)
- ☒ Health Literacy (2025)
- ☒ Vaccinations (2025)
- ☒ Home Dialysis Therapy (2025)
- ☒ Care Coordination/Care Transitions (2025)

STEP 3: Complete the Program Review to finalize your facility's 5-Diamond status.

* ☒ Program Review (2025)

Renewal Participants:



IN PROGRESS ⓘ

5 Diamond - Renewal Dialysis Facilities

[Unenroll](#)

🔖 🔗

Complete


0%

- 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, in order to retain 5-Diamond status.
- 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.


Scroll down to access your facility's learning plan options.

* To complete the course you must complete all marked activities.


STEP 1: Click on the Culture of Safety module to begin


*  Culture of Safety (2025)

STEP 2: Complete at least 2 modules of your choosing

 Transplantation (2025)

 Health Literacy (2025)

 Vaccinations (2025)

 Home Dialysis Therapy (2025)


 Care Coordination/Care Transitions (2025)

STEP 3: Complete the Program Review to finalize your facility's 5-Diamond status.

*  Program Review (2025) Renewal

All Participating Users: 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.



Click on Culture of Safety under Step 1.



IN PROGRESS ⓘ

Culture of Safety (2025)

[Unenroll](#)

Complete

0%

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

MORE

Scroll down to access the module's training materials, reporting form, and resources.

* To complete the course you must complete all marked activities.

Module Training Materials

 Culture of Safety Instructions, Pre-Assessment, & Presentation with Notes

Module Reporting Form

*  Culture of Safety Reporting Form
Using the pre-assessments completed by your staff, complete the module reporting form

Resources

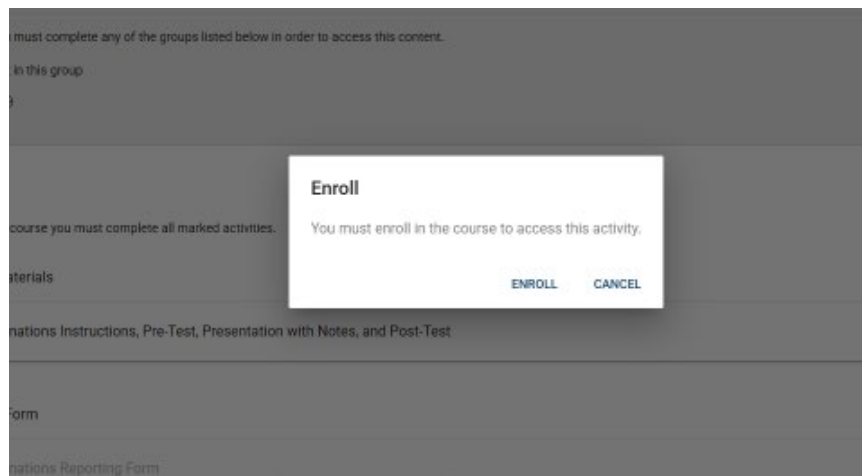
 AHRQ - Learn from Defects Tool
Supplemental Resource

 AHRQ - Fostering a Culture of Safety Video
Supplemental Resource

 AHRQ - Undermining a Culture of Safety
Supplemental Resource





 The Joint Commission - Speak Up About Your Care Video
Supplemental Resource

Begin coursework under Module Training Materials. If you click on a module training material or resource for a module you have not accessed this program year, you may be prompted to enroll in the course. Click Enroll.





Refer to any resources listed, as some may be needed to enter information on your Reporting Forms.

Resources

	AHRQ - Learn from Defects Tool Supplemental Resource
	AHRQ - Fostering a Culture of Safety Video Supplemental Resource
	AHRQ - Undermining a Culture of Safety Supplemental Resource
	The Joint Commission - Speak Up About Your Care Video Supplemental Resource

Complete any associated module Reporting Form(s).

Module Reporting Form

	 Culture of Safety Reporting Form Using the pre-assessments completed by your staff, complete the module reporting form
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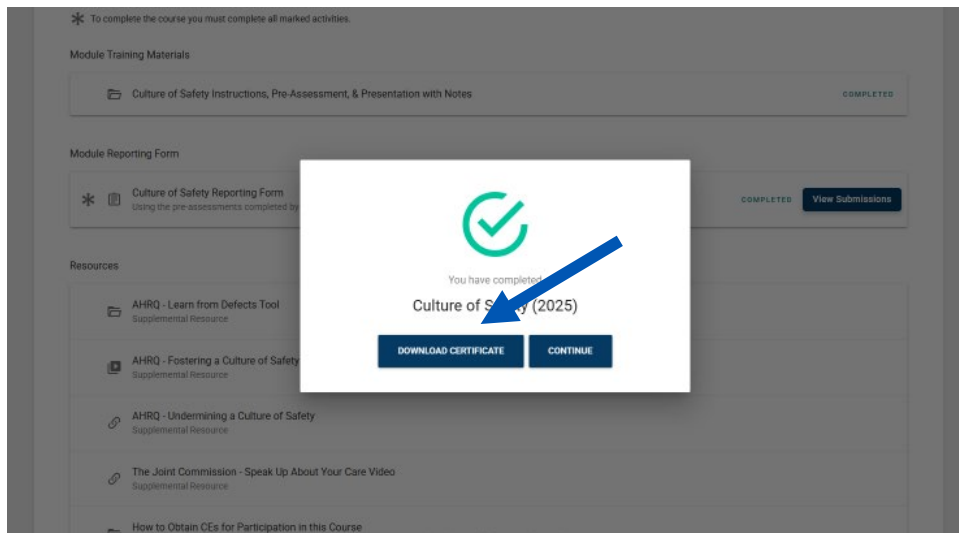
Each required activity must be completed to fulfill module requirements and earn Diamond status. Included in all content, for each module offering are:

Module Training Materials – available for you to download and share with facility personnel to complete module activity 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 on the 5-Diamond online platform. 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).

Resources - 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, as well as any associated Continuing Education Credit instructions for your team to request credit for participation.

Once the module is successfully completed, a pop-up box will appear showing you the module has been successfully completed. You will have the option at this time to download your certificate of completion.



Choose Download and your completion certificate will load in a new window.

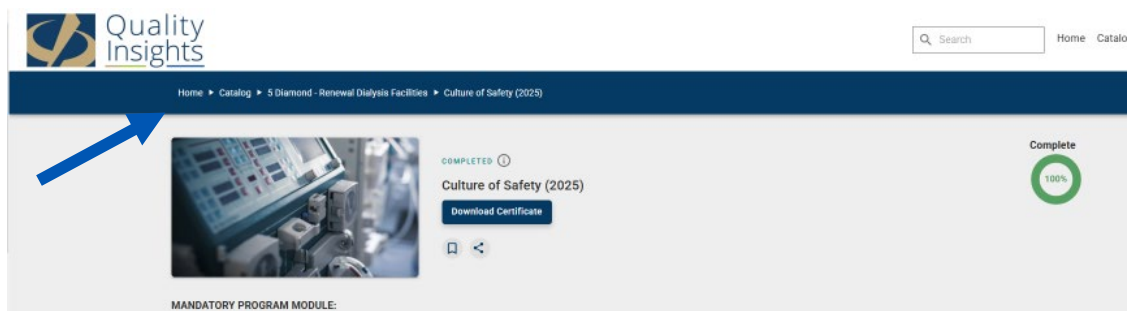
Save it on your computer and print it for your team to proudly display!

Return to the previous window/tab and click Continue. That will return you to the module page for the module you just completed.

New Facilities: To return to your learning plan of module options, click Home or 5-Diamond – New Participating Dialysis Facilities in the menu.



Renewal Participants: To return to your learning plan of module options, click Home or 5-Diamond – Renewal Dialysis Facilities in the menu bar.



Access to additional module offerings in your learning plan will also now be unlocked. The facility may pursue completion of additional modules in any order of their choosing. Each additional module selected should be completed in the same manner noted above.

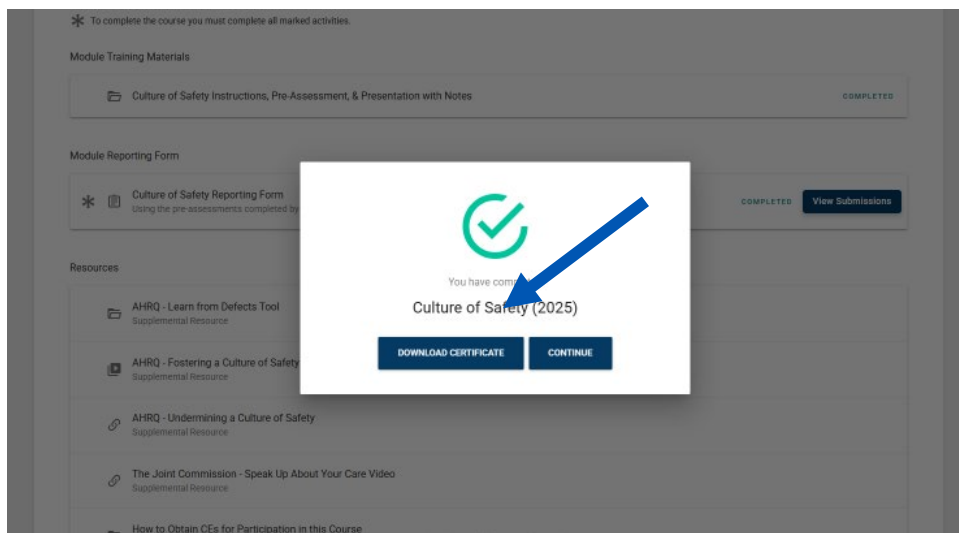
Tips for Facility Program Leads:

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 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 its own reporting form, collecting information that was required of the module: any pre-assessment or pre-/post-test summary response data, etc.

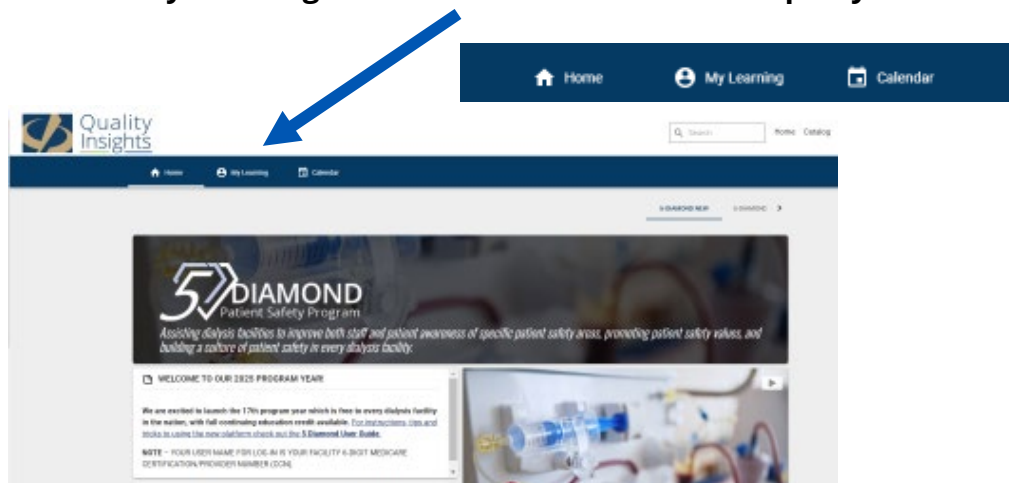
Module Certificates of Completion

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, with an option to download.

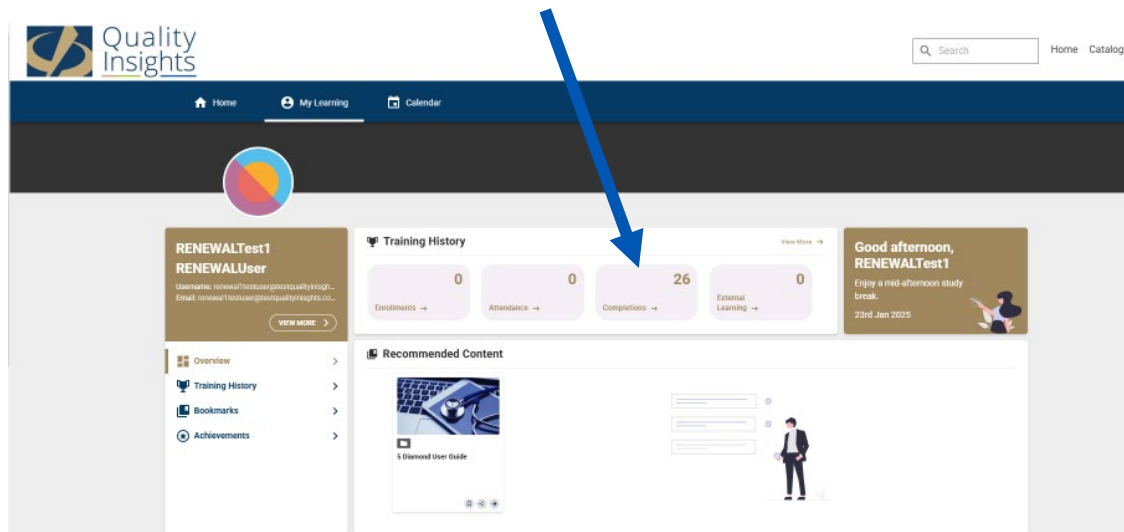


Click to download your module completion certificate in PDF format. Certificates may be accessed upon log-in at any time, just go to your My Learning tab.

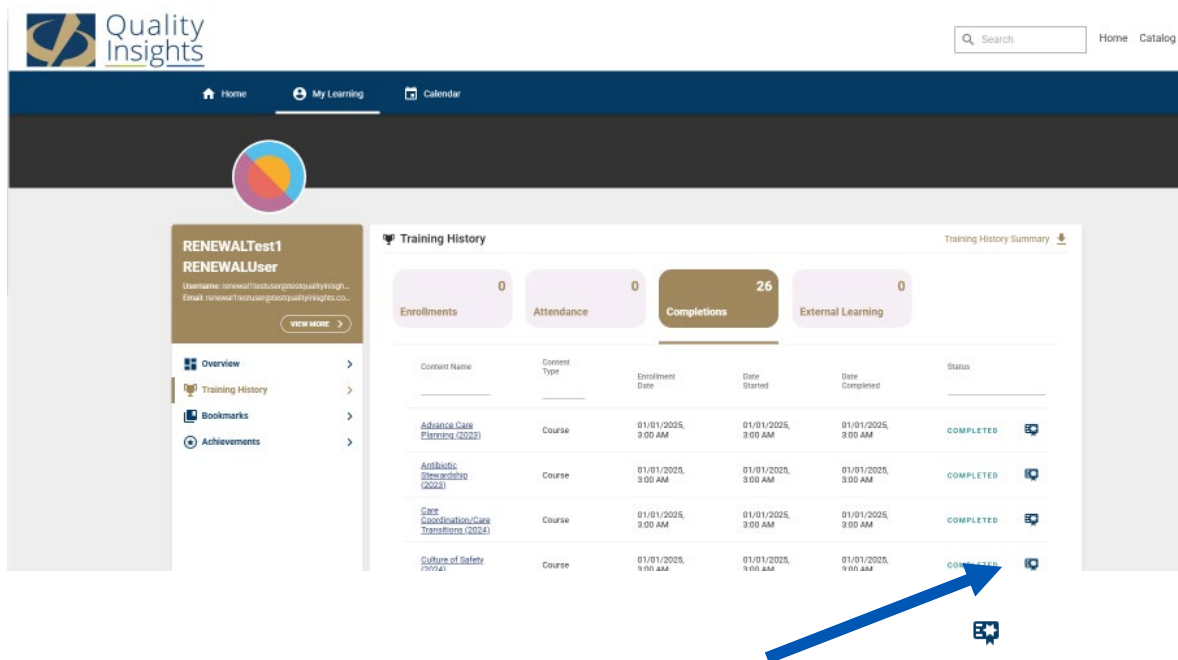
Click the My Learning tab on the blue bar near the top of your screen:



A menu will appear. Click **Completions**:



Your facility activity will appear:



Click on the certificate icon to the right of the course completion information to view/download your completion certificate(s).



Continuing Education Credit

The 5-Diamond Patient Safety Program will be phasing out continuing education as the accreditations expire. CEs can still be earned up until the expiration date, details can be found in the table below.

Discipline	5-Diamond Module	End Date/ Last Day CEs will be extended for 2025 coursework completion
Dietitians	Culture of Safety (2025); Care Coordination/Care Transitions (2025); Health Literacy (2025); Home Dialysis Therapy (2025); Transplantation (2025); and Vaccinations (2025)	12/31/2025
Nurses	Vaccinations (2025)	09/15/2025
	Culture of Safety (2025); Care Coordination/Care Transitions (2025); Health Literacy (2025); Home Dialysis Therapy (2025); and Transplantation (2025)	12/31/2025
Social Workers	Health Literacy (2025) and Home Dialysis (2025)	11/06/2025
	Transplantation (2025) and Vaccinations (2025)	10/25/2025
	Culture of Safety (2025) and Care Coordination/Care Transitions (2025)	12/31/2025

Process for Team Members to Request CEs & CE Certificates

Each team member who wishes to earn Continuing Education credit for their participation in coursework will need to set-up an individual account at https://qualityinsights.acornplms.com/user_login?tenancyId=2. As you complete modules, download and distribute the *How to Obtain CEs for Participation in this Course* document (found under each module's Resource section) to your team. That document will include links for them to use to request continuing education credit through this new account.

Upon successful completion of each module, in order obtain the CE certificate, each team member will follow these steps:

- log-into your Individual CE account at https://qualityinsights.acornplms.com/user_login?tenancyId=2
 - * if you have not already set-up a personal CE account, you may also do this at the link above; just click Register instead of logging in)
- open a new internet tab (keep the previous tab open),
- paste the link provided to by your lead (you) during training (*How to Obtain CEs for Participation in this Course* handout in each module's RESOURCES section) on the new internet tab
- the link will open a second internet tab for you that is specific to that module
- click Enroll to enroll
- complete accreditor post-knowledge check, attestation, and evaluation

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 instructions (titled *How to Obtain CEs for Participation in this Coursework*) contained within the Resources section on the module's training page. 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 Health Literacy module, list as "5-Diamond Program: Health Literacy", etc.)

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

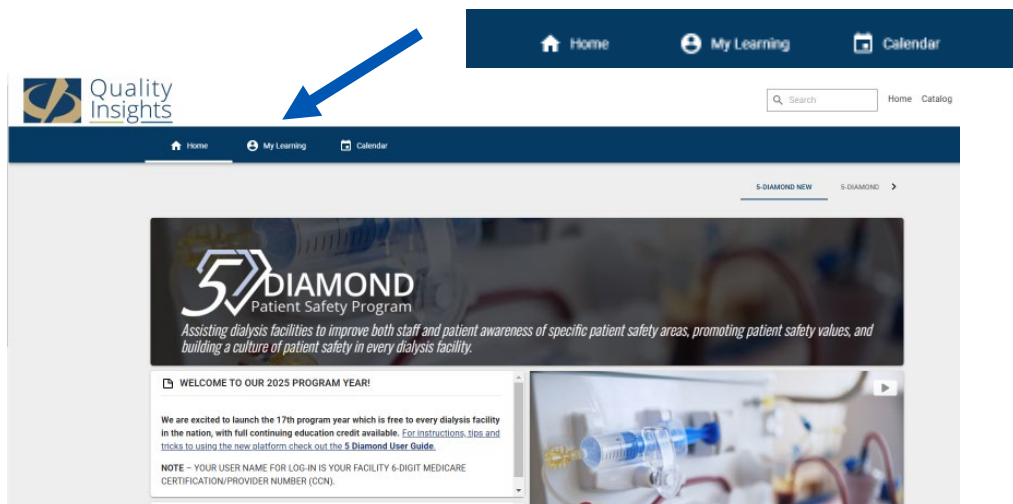
[Access the NNCC's Online CCHT Re-Certification Application Form](#) (requires user log-in)

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.

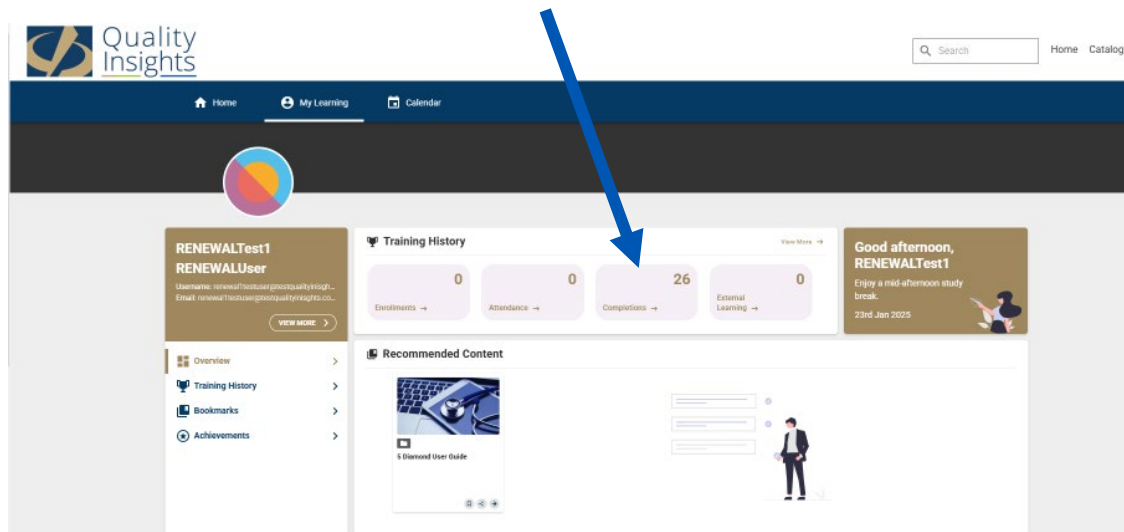
Facility Records of Status/Performance

The 5-Diamond system holds records of each Program Year under each User's My Learning 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 Learning:

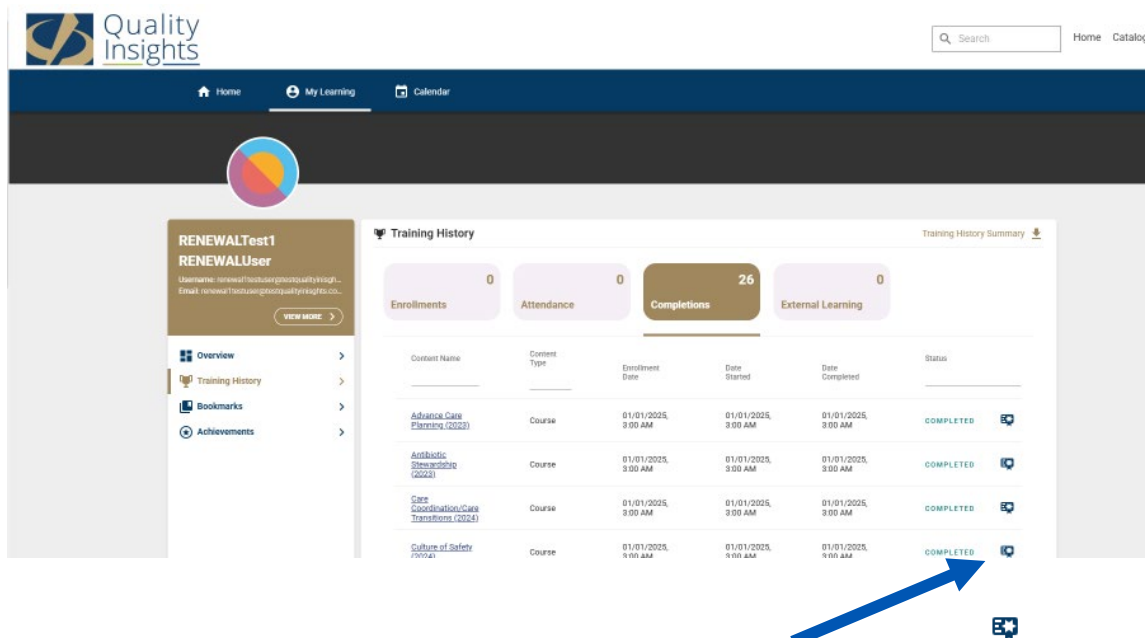
Click the My Learning tab on the blue bar near the top of your screen:



A menu will appear. Click **Completions**:



Your facility activity will appear:



Click on the certificate icon to the right of the course completion information to view/download your completion certificate(s).



Audit Policy for All Users

The 5-Diamond Patient Safety Program conducts audit reviews of modules submitted by facilities. Participating facilities are required to maintain hard copies of their in-service attendance logs, and any/all additional documentation required by each module completed (i.e. module Pre- and Post-Tests completed by 100% of your staff, any tracking tools, policies and procedures, etc.). If an audit is conducted and 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.

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.

