

# COMPUTER CONCIERGE “BEST PRACTICE”

Information Technology Workgroup

April 1, 2014

# Agenda

- Introductions
- Today's Goal
- Learning Objectives
- Background – Information Technology Workgroup
- Current State/Future State – Electronic Data Collection Survey Processes
- Continuous Performance Improvement Planning
- Computer Concierge “Best Practice” Processes/Resources
- Next Steps
- Summary
- Panel Discussion – Questions and Answers

# Introductions

## Information Technology Workgroup:

- ❑ Michelle Darnold, RN, EMR Coordinator, Ingham County MCF
- ❑ Christopher Hamstra, RN, NHA, BSN, Director of Clinical Technology, Ciena Healthcare
- ❑ Kristin Mellon, MSN, RN, LTC Surveyor-Lansing, BHCS
- ❑ Mark Stevens, MPA, NHA, Ingham County MCF
- ❑ Tomika Timmons, RN, Nurse Manager, Burcham Hills Retirement Community

# Introductions

## Information Technology Workgroup:

- ❑ Beth Bacon, BS, NHA, V.P. of Regulatory Services, HCAM
- ❑ Renee Beniak, MA, RN, NHA, CPHQ, Executive Director, MCMCFC
- ❑ Eugenia Dumlao-Reedy, MSN, RN, MPS, Survey Monitor-Lansing, BHCS
- ❑ Kevin Evans, NHA, CEA, Director of Regulatory Affairs, LeadingAge Michigan
- ❑ Joan Holda, MA, SPHR, Director of Human Resources, Burcham Hills Retirement Community
- ❑ Dr. Pankaj Jandwani, Medical Director, MidMichigan Health
- ❑ Cedric Libiran, MPA, Manager of IT/Web Development, BHCS
- ❑ Leslie Shanlian, MSA, NHA, Director, Long Term Care Division, BHCS
- ❑ Richard Tanner, BSN, RN, Survey Monitor-Detroit, BHCS
- ❑ Cynthia Thelen, MSN, RN, Survey Monitor-Lansing, BHCS

# Agenda

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- **Today's Goal**
- Learning Objectives
- Background – Information Technology Workgroup
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- Next Steps
- Summary
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# Today's Goal:

- To present the initial findings of a “Best Practice”, electronic data collection survey process where surveyors and providers work in a collaborative, professional environment to promote objective outcome findings and foster open, ongoing communication between surveyors and providers. Methods and procedures include:
  - ❑ Appointment of a Computer Concierge.
  - ❑ Providing organized and clear instructions for surveyors as to which information is electronic and which is on paper, how to access and navigate the electronic record, and how to request information either in paper form or from the electronic record.

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- Background – Information Technology Workgroup
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# Learning Objectives

At the end of the session, participants will be able to:

- ✓ Develop best practice, electronic data collection survey processes where surveyors and providers work in a collaborative, professional environment to promote objective outcome findings and foster open, ongoing communication between surveyors and providers.
- ✓ Designate a “Computer Concierge” liaison(s) – an existing facility staff member(s) who acts as an ambassador between the survey team and the facility; interacting with the surveyors, seeking clarification, and obtaining/providing timely information.
- ✓ Enhance processes for improved identification of, and ease of access to, documentation that supports and reflects accurate facility performance.

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# Background – Information Technology Workgroup

- The I.T. Workgroup was formed by leadership within the Michigan Department of Licensing and Regulatory Affairs (LARA) as a response to ongoing areas of increased stress between surveyors and providers due to EMR data collection issues during the survey process.

# Background – Information Technology Workgroup

- Providers, trade associations (Health Care Association of Michigan, LeadingAge of Michigan, and Michigan County Medical Care Facilities Council) and the Michigan Department of Licensing and Regulatory Affairs came together in the spirit of collaboration to:
  - Assure that new provider/regulatory approaches will evolve from past experience, being exposed to new forms of communication and opportunities for improvement.
  - Establish and maintain a participative/team like environment.
  - Understand and appreciate each other's roles.

# Background – Information Technology Workgroup

- Providers, trade associations (Health Care Association of Michigan, LeadingAge of Michigan, and Michigan County Medical Care Facilities Council) and the Michigan Department of Licensing and Regulatory Affairs came together in the spirit of collaboration to: (continued)
  - Develop trustful/respectful relationships.
  - Honor each other's contributions.
  - Celebrate success.
  - Improve the quality of care and services that is provided to the State's nursing home residents and patients.

# Background – Information Technology Workgroup

- The I.T. Workgroup has taken the approach that both surveyors and providers must align their electronic data collection efforts for achieving accurate survey results and targeting agreed upon opportunities for improvement that promote optimal resident care.
- The guiding principle to the “Computer Concierge” concept is ongoing facility and surveyor collaboration characterized by openness and mutual respect for the specialized work each is performing.

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- Background – Information Technology Workgroup
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- Next Steps
- Summary
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# Current State

- EMR is recognized as a best practice for facilities, eliminating illegible handwriting issues, making appropriate information timely and available to appropriate caregivers through interdepartmental channels, and a way to collect and analyze quality and outcome data.
- Patient Protection and Affordable Care Act's EHR/EMR Mandate – expectation for widespread adoption and use of digital medical records by health care providers; ensuring that accurate and appropriate information is available to guide medical decisions.

# Current State

- Confusion between EMR (electronic medical record) and EHR (electronic health record).
  - ❑ EMR is a digital version of the traditional paper-based medical record for an individual within a single facility.
  - ❑ EHR is an official health record for an individual that is shared among multiple facilities and agencies; giving them access to a patient's comprehensive records across facilities. An EMR serves as a single data source for the comprehensive EHR.

# Current State

- Multiple I.T. platforms and facility specific customizations of EMR products are making it difficult and stressful for the survey team and providers to efficiently complete the survey process and collect/share data while operating under strict time constraints.
- National attention – CMS's January 24, 2014 Memorandum:

**[Center for Clinical Standards and Quality/Survey & Certification Group](#)**

# Current State

- Lack of consistent, electronic data collection survey processes/resources, makes it difficult at times to identify and/or easily access documentation that would determine facility regulatory compliance; often leading to questions surrounding the accuracy of survey findings, as well as, survey misperceptions, misunderstandings and process problems.

# Current State

- Facilities often lack written policies, procedures and tools for:
  - Surveyor Access to Electronic Information Policies, i.e., a “Computer Concierge” type policy.
  - Computer Concierge job description.
  - Written information for Surveyors that describes the current status of the facility’s electronic medical records.
  - Facility EMR software instructions.

# Current State

- Facilities often lack written policies, procedures and tools for: (continued)
  - ❑ Surveyor User IDs and Passwords.
  - ❑ “Surveyor Request for Access to, or Copies from, the Electronic Chart” form/process.
  - ❑ Surveyor access to computers that support Surveyor observations and interviews of residents and facility practices.
  - ❑ Binders that contain electronic, data collection survey process information and documents that can be provided to each surveyor upon the initiation of surveys.

# Future State

Consistent, best practice, electronic data collection survey processes where surveyors and providers work in a collaborative, professional environment to promote objective outcome findings and foster open, ongoing communication between surveyors and providers; resulting in:

1. Enhanced processes for improved identification of, and ease of access to, electronic documentation that supports and reflects accurate facility performance.
2. Increasingly accurate and valid survey findings.
3. Overcoming survey misperceptions, misunderstandings and process problems.
4. Improved Resident Quality of Care and Quality of Life.

# Agenda

- Introductions
- Today's Goal
- Learning Objectives
- Background – Information Technology Workgroup
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- Next Steps
- Summary
- Panel Discussion – Questions and Answers

# Continuous Performance Improvement Planning

## **Computer Concierge “Best Practice” Goal:**

To develop and implement consistent, best practice, electronic data collection survey processes where surveyors and providers work in a collaborative, professional environment to promote objective outcome findings and foster open, ongoing communication between surveyors and providers; resulting in:

1. Enhanced processes for improved identification of, and ease of access to, electronic documentation that supports and reflects accurate facility performance.
2. Increasingly accurate and valid survey findings.
3. Overcoming survey misperceptions, misunderstandings and process problems.
4. Improved Resident Quality of Care and Quality of Life.

# Continuous Performance Improvement Planning

- The I.T. Workgroup began developing the concept of a “Computer Concierge” - facility staff member(s) who will act as an ambassador/liaison between the survey team and the facility; interacting with the surveyors, seeking clarification, and obtaining/providing timely information and documents to assure the survey team has all of the information available to reflect facility compliance.
- The “Computer Concierge” is not expected to “know it all”; he/she facilitates obtaining electronic information.

# Continuous Performance Improvement Planning

Quality Workgroup to assist with “Quality” considerations specific to our Computer Concierge “Best Practice”:

- Establish measurable objectives specific to the I.T. Workgroup’s stated objectives.
  - ❑ Develop best practice, electronic data collection survey processes where surveyors and providers work in a collaborative, professional environment to promote objective outcome findings and foster open, ongoing communication between surveyors and providers.
  - ❑ Designate a “Computer Concierge” liaison(s) – existing facility staff member(s) who act as an ambassador between the survey team and the facility; interacting with the surveyors, seeking clarification, and obtaining/providing timely information and documents.

# Continuous Performance Improvement Planning

**Quality Workgroup** to assist with “Quality” considerations specific to our Computer Concierge “Best Practice”:

- Establish measurable objectives specific to the I.T. Workgroup’s stated objectives. (continued)
  - Enhance processes for improved identification of, and ease of access to, documentation that supports and reflects facility regulatory compliance.
  - Improve collaboration between providers and surveyors for the purpose of improving the Resident’s Quality of Care and Quality of Life.

# Continuous Performance Improvement Planning

**Quality Workgroup** to assist with “Quality” considerations specific to our Computer Concierge “Best Practice”:

- Develop a survey tool.
- Capture baseline measures.
- Establish and provide education and training opportunities/resources; including a link to an established website.
- Develop training that is clear, concise and consists of all recommended Computer Concierge “Best Practice” policies, procedures and forms.

# Agenda

- Introductions
- Today's Goal
- Learning Objectives
- Background – Information Technology Workgroup
- Current State/Future State – Electronic Data Collection Survey Processes
- Continuous Performance Improvement Planning
- **Computer Concierge “Best Practice” Processes/Resources**
- Next Steps
- Summary
- Panel Discussion – Questions and Answers

# Computer Concierge “Best Practice” Resources/Processes

- [Computer Concierge Policy.](#)
- [Computer Concierge job description.](#)
- [Written information for Surveyors that describes the current status of the facility’s electronic medical records \(including Surveyor User IDs and Passwords\).](#)
- [Facility EMR software instructions.](#)
- [“Surveyor Request for Access to, or Copies from, the Electronic Chart” form.](#)
- [Paper/Chart Items during EMR Transition.](#)
- [Chart Overview](#) (paper items replaced).
- Binders – EMR informational binders to be provided to each surveyor upon the initiation of surveys.

# Computer Concierge “Best Practice” Resources/Processes

- Computer Concierge to join facility leaders and surveyors at or immediately after the entrance conference, and be available throughout the survey to facilitate information retrieval when the surveyor cannot locate it; making it easier for the facility to stay engaged and not put the burden on the surveyors to learn multitudes of new software systems.
- Computer Concierge to be present during the pre-exit conference to ask the question, “Is there any documentation that you are missing that could help support a compliance decision?”

# Agenda

- Introductions
- Today's Goal
- Learning Objectives
- Background – Information Technology Workgroup
- Current State/Future State – Electronic Data Collection Survey Processes
- Continuous Performance Improvement Planning
- Computer Concierge “Best Practice” Processes/Resources
- **Next Steps**
- Summary
- Panel Discussion – Questions and Answers

# Next Steps

- Pilots. Conduct small scale, Computer Concierge “Best Practice” pilots during the Spring and Summer. Identify pilot facilities with varying levels of I.T./EMR expertise and conduct mock surveys. Update plans based on pilot results and feedback. Plan, Do, Study, Act...
- Fall Joint Provider and Survey Training – present the results of the small scale pilots and distribute updated Computer Concierge “Best Practice” processes/resources.
- Formal rollout/implementation to follow the Fall Joint Provider and Survey Training conference; including clear, concise training that consists of all recommended Computer Concierge “Best Practice” policies, procedures and tools.

# Agenda

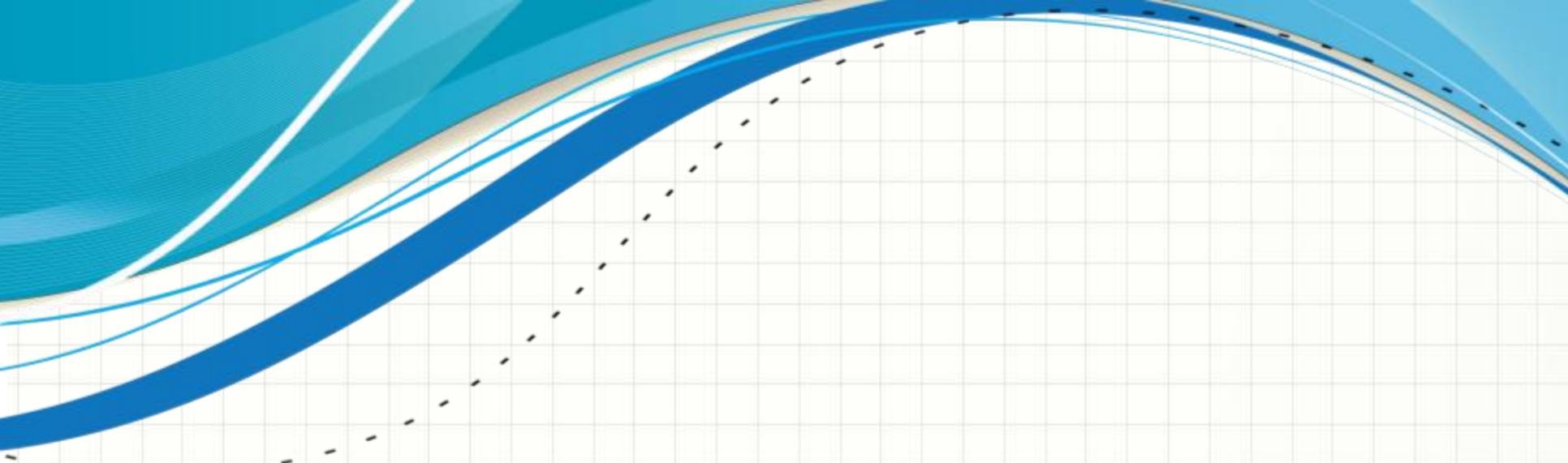
- Introductions
- Today's Goal
- Learning Objectives
- Background – Information Technology Workgroup
- Current State/Future State – Electronic Data Collection Survey Processes
- Continuous Performance Improvement Planning
- Computer Concierge “Best Practice” Processes/Resources
- Next Steps
- **Summary**
- Panel Discussion – Questions and Answers

# Summary

- The I.T. Workgroup will continue to develop and implement best practice, electronic data collection survey processes where surveyors and providers work in a collaborative, professional environment to promote objective outcome findings and foster open, ongoing communication between surveyors and providers.
- Formal rollout/implementation will occur following the Fall Joint Provider and Survey Training Conference.
- Training will be provided that is clear, concise and consists of all recommended Computer Concierge “Best Practice” policies, procedures and tools.

# Agenda

- Introductions
- Today's Goal
- Learning Objectives
- Background – Information Technology Workgroup
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**QUESTIONS AND  
ANSWERS?**

# “Best Practice” Information Sharing

- Please share your “Best Practice” electronic data collection processes with the I.T. Workgroup by emailing them to Joan Holda at:

[jholda@burchamhills.com](mailto:jholda@burchamhills.com)

When emailing information please use **I.T. Workgroup** in the subject line.