

Level III Verification Experience

Jennifer Crawford RN, Trauma Manager

Adventist Health Rideout

Re-Verification Site Visit

May 21, 2024

Verified with
Corrective Action

Site Reviewers:

- Gary Schmitz, MD
FACS
- Gail Tominaga, MD
FACS

PRQ

Repetitive, same thing in different spots

At one point it submitted without us hitting the button, due to an update error

The tables wouldn't print out properly in PDF form

Hard to navigate prior to the update, it wasn't giving description of the section. Fixed now

In the PRQ it stated several times not to include patient information. After submission the VRC contacted us and asked why patient info wasn't included in the minutes we submitted as part of the PI process.

Pre-Review Meeting

- ◆ Very informal. Introductions & meet and greet with the entire team
- ◆ Discussed our hospital and how our PI process works.
- ◆ Dr Schmitz reviewed how the virtual portion would happen, gave recommendations.
- ◆ Assured they had access to our secure share drive.
- ◆ Dr Schmitz chart review process

Chart Selection

Be familiar with Adobe and how it works

- Bookmarks
- Navigate quickly

ACS Medical Record face sheet

- Each chart must have one
- If answered no to parts, no opportunity for explanation
- PI reviews at bottom only have 3 levels, no room for more robust PI process.

Make user friendly for surveyors

- Descriptive in bookmark titles
- Word for Word in chart selection in PRQ
- Bookmarks
- Navigate quickly

Survey Prep Tips

2 teams

- Comfortable w roles

Navigator

- Practice run with 2 rooms running

Dry run w all electronics

- Walked throughout hospital & outside

Met w Department leads

- No dinner, what does this mean?

- ◆ Open presentation
 - ◆ Administration
 - ◆ History of hospital
 - ◆ Demographics of our area
 - ◆ Certifications & Awards
 - ◆ Pre Hospital Coordinator
 - ◆ Coverage area
 - ◆ Trauma Triage process
 - ◆ Personal w pictures of staff

Day of Survey - Introduction

- ◇ Trauma PI
 - ◇ Levels of Review
 - ◇ Trauma Meetings & who attends
- ◇ PI Project (to Brag about yourself)
 - ◇ Benchmark
 - ◇ Data from Trauma Meetings
 - ◇ All the good things
- ◇ TPM
 - ◇ Review of weaknesses & corrective actions
 - ◇ Welcome & Thank you's

Day of Survey - Introduction

Medical Record Review

- ◆ Videoconferencing

- ◆ Always on your toes



- ◆ Be comfortable with navigation through charts

- ◆ PI ** PI ** PI

- ◆ Loop Closure is key

Review Meeting

TPM met with Leaders

- Went over past issues w resolution

Sent out invite in advance & multiple times

Each liaison at own computer

One conference room w about 5 people

Hospital Tour

Met ahead of time to discuss potential questions

Group text w each dept; ** On the way...

Communication Issues

Walking w Wow & iPad

Overall Thoughts

Felt
impersonal

Technical
issues vs being
in person

Not able to
show off

Touring w an
iPad was just
weird

Review
meeting was
just weird

Surveyor
dependent