

Veterans Administrations (VA's) Computerized Patient Record System (CPRS) and Its Impact on the Health Information Management (HIM) Department

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Objectives

- Introduction
 - Variance
 - Three Different Sites
- Electronic Health Record (EHR)
Advantages/Disadvantages
- HIMs Department
 - Scanning
 - Records Analysis
 - File Room
 - Release of Information
 - Coding
 - Transcription
 - Additional HIMs Involvement

A Quick Comparison

	Seattle/Tacoma, WA	Albuquerque, NM	Bedford, MA
Hospital Beds	504/283	310	65
Domiciliary	60	40	40
Residential	30	50	52
Nursing Home	131	36	345
	Staffing	Staffing	Staffing
ROI	2	5	1.5
Scanning	2	5	0
Analyst	3	2	1
File room	*	5	2
Transfer Clerk	*	1	0
Coding	8	13	5

*Shared duties and cross-trained

Definitions

- EHR – Electronic Health Record
- HIMS – Health Information Management
- VISTA – Veteran’s Integrated System
Technical Architecture
- CPRS – Computerized Patient Record
System

Advantages of EHR

- Legibility
- Multiple Access
- Document Linkage Capability
- 24 x 7 Availability
- Search Capabilities
- Portability
- Real-Time System Monitoring
- Less Physical Space Needed
- Amendments

Disadvantages of EHR

- Technical Issues
- Templated Documents
- Copy and Paste Functionality
- Ongoing Training Issues for Both Clinicians and Support Staff
- Software Packages “Talking” to Each Other
- Just Can’t Do it All
- Information Security

Document Scanning

Development

- Manage, Monitor, Report
 - Establishing a Committee
 - Policy and Procedures
 - Quality Analysis
 - Reporting
- Albuquerque
- Puget Sound
- Bedford

IMPACT

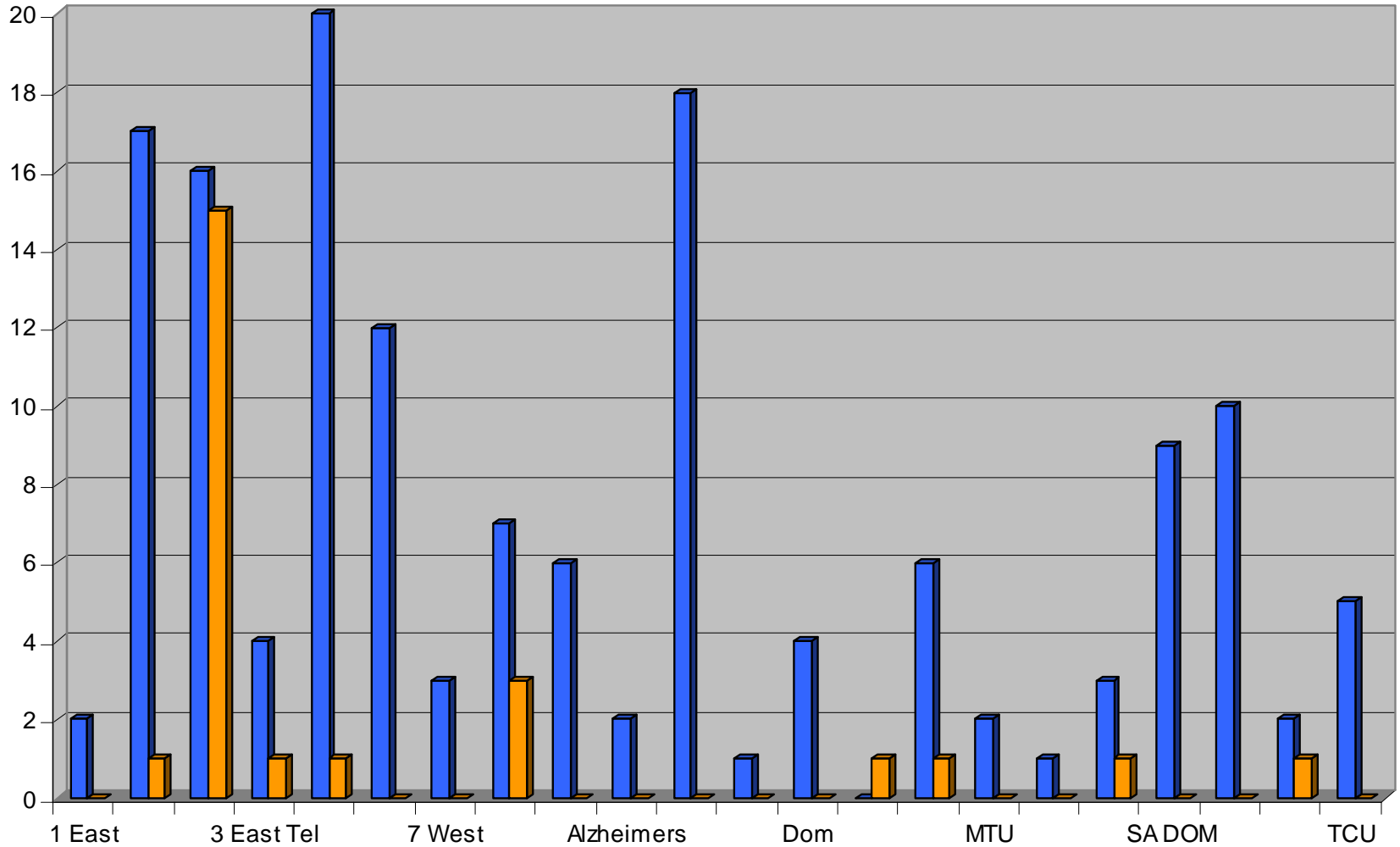
- File Clerks to Scanners
- Continuity of Care
 - Availability/Retrievability
- Facility to Facility Access
- Legibility
- Scanning Pertinent Information
- Tracking What Comes to Scanning
- Redundancy

Quality Analysis-Record Review

What is Missing From the Documentation?

- Puget Sound Record Review
- What data we are looking at
 - Access database
 - Data Entry
 - Admit/Discharge
 - 100% review of every inpatient record
 - Focused Review
- Reporting

Nursing Admit Note by Ward



Y N

Delinquent Records

Discharge Summaries and
Operative Reports >30 days

Numbers are up!!! JCAHO is just around the corner. Please review the lists and take action accordingly.

Click on the following links for the Incomplete Record, Unsigned Notes/Addenda, and Unsigned Orders lists:

<file://g:\WORKGRPS\CVAR Reports\Incomplete Records\Incomplete Records 12-8-03.xls>

<file://g:\WORKGRPS\CVAR Reports\Incomplete Notes & Orders\Unsigned TIU Documents 12-8-03.xls> and

<file://g:\WORKGRPS\CVAR Reports\Incomplete Notes & Orders\Unsigned Orders 12-8-03.xls>

NOTE: a + next to the patient's name in CPRS means the document is an addendum. When viewing such documents in CPRS, select the document and type EX to expand the entry and see the underlying addendum.

A folder in the workgroups directory has been established to hold these weekly reports. All members of this mail group have access to the workgroup folder and subdirectories. This has been done to improve information security by restricting direct access to the patient names and Social Security Numbers (SSNs).

If additional staff need to access the documents in future, please E-mail me with their full name and whether they are to receive the E-mail reminder in addition to having access to the directory.

Trend for Delinquent Records (Discharge Summaries and Operative Reports only):

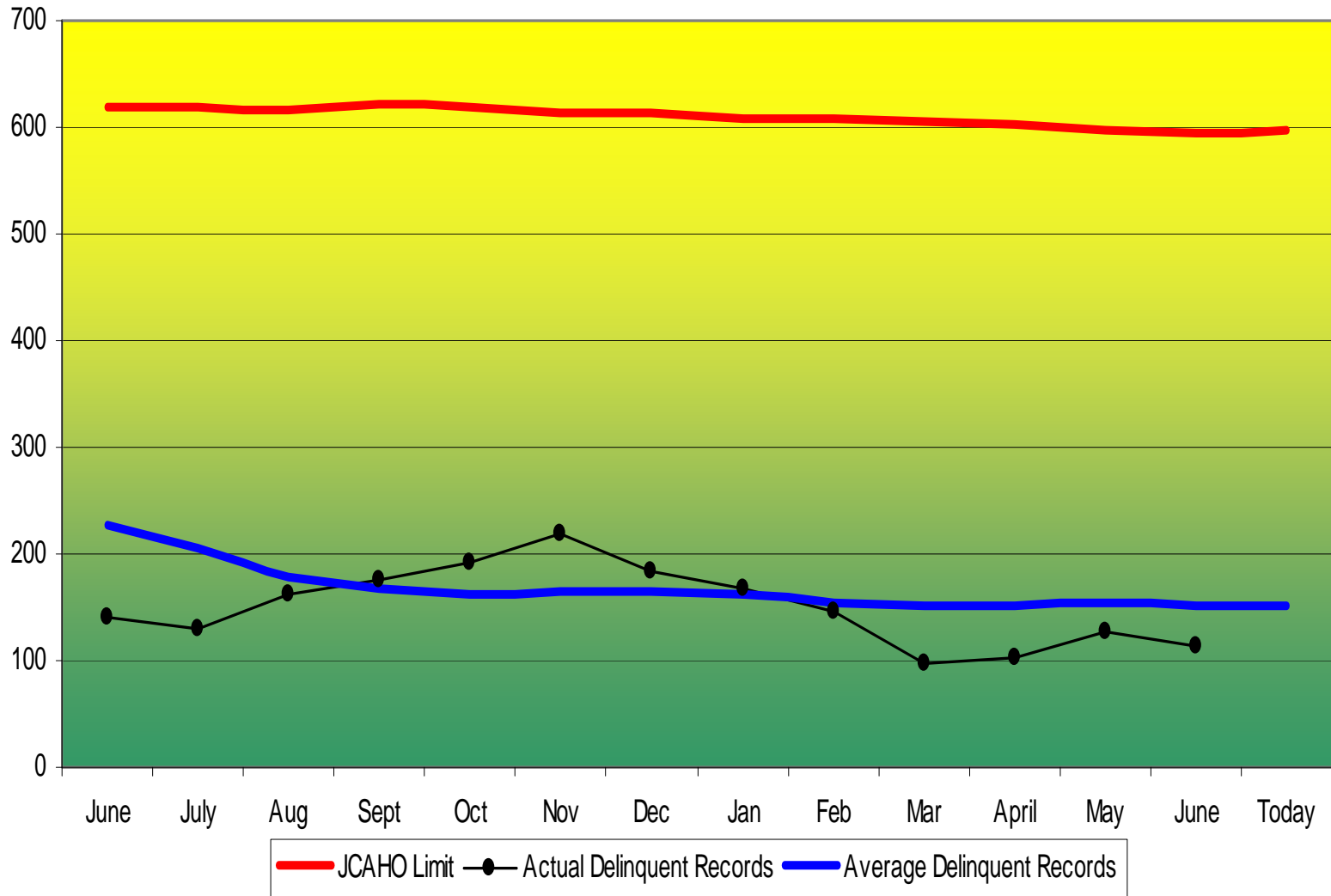
Delinquent Records By Service and Action Required

SVC/Specialty	DISCHARGE SUMMARIES			Total
	Undictated	Unsigned	Uncosigned	
Medicine	83	3	3	89
Mental Health	10	9	9	28
Extended Care	9	0	3	12
SURGERY				
Cardio Thoracic	1	0	0	1
Dental	0	1	0	1

Trend for Unsigned TIU Documents (progress notes and addenda) by Service Line:

Service	This Week	Last Week		2 weeks	3 weeks
CSS	0	5	3	4	
Diagnostics	5	7	30	12	
Extended Care	75	76	98	108	
Health Plan Mgt	373	377	340	463	
ISS	5	8	6	6	
P&SMC 1474	1454	1287	1333		
Mental Health	339	322	1047	910	

Delinquency Report



IMPACT

- Data Quality
- More Technical Job Functions
- Quantitative vs. Qualitative
- Reporting and Trending Data

File Room

What Do We Do Now?

- Albuquerque
 - 1 year 40,000 records retired to FRC
 - 13 in. Loose Filing Clinical/Administrative per week
- Puget Sound
 - Occasional Loose Documents
- Bedford
 - Retirement Record Project

IMPACT

- 3,692.1 Cubic Feet
- Concerned Staff
- Change in Duties
- Pull Lists
- Transfer Clerk
- Transferring Records
- RPU

Release of Information

Release of Information

- Software Program
- FOIA Report



- Sensitive Clinic IDs
- Facility Data
- Letter Editor**
- Edit Requestor Database
- Disclosure Restrictions
- Options

Change Status

Display Cost

Billing



Manager Today

July 18, 2006

Your Requests

Print My Requests

Accounting of Disclosure Summ.

Internal Comments

Drag a column header here to group by that column

Patient Name	Status	Date Received	SSN
ONEHUNDREDEIGHT,PATIENT	OPEN	7/18/2006	666000108
ONEHUNDREDEIGHT,PATIENT			
ONEHUNDREDEIGHT,PATIENT	PENDING - P, 7/18/2006	666000108	
ONEHUNDREDEIGHT,PATIENT			
ONEHUNDREDEIGHT,PATIENT	PENDING	7/18/2006	666000108
ONEHUNDREDEIGHT,PATIENT			
ONEHUNDREDEIGHT,PATIENT	PENDING - P, 7/18/2006	666000108	
ONEHUNDREDEIGHT,PATIENT			
ONEHUNDREDEIGHT,PATIENT	PENDING - P, 7/18/2006	666000108	
ONEHUNDREDEIGHT,PATIENT			
ONEHUNDREDEIGHTY,PATIENT	OPEN	7/18/2006	666000180
ONEHUNDREDEIGHTYEIGHT,PATIENT			

Followup Letters

There are no requests ready for a followup letter.

Print Followup Letters

No Patient Selected

Server: localhost

User: VEHU,ZERO ZERO

No Bill

Progress Notes - PATIENT ONEHUNDREDEIGHT - 666-00-0108

- ROI Record Manager
- [-] Patient Documentation
 - Progress Note
 - Discharge Summary
 - Consult Request
 - Lab Result
 - Radiology Report
 - Health Summary
 - Medication
 - Problem List
 - Allergy
 - Vitals
 - Postings
 - Immunization
 - Patient Inquiry
 - Surgical Information
 - Medical Package
 - Add Paper Document
- [+] Request Information
- [+] Administrator

Available Documents		
Author	Note Date	Title
REGA, ANNE	4/2/2004	AUDIOLOGY - HE...
RIDINGS, SCOTT	3/31/2004	GENERAL MEDIC...
RIDINGS, SCOTT	3/31/2004	DIABETES

Documents To Be Released (\$0)		
Type	Title	Date
PRG	AUDIOLOGY - HEARING LOSS CONSULT: April 02, 2004	Apr 02, 2004
PRG	GENERAL MEDICINE NOTE: March 31, 2004	Mar 31, 2004
DIS	March 25, 2004	Mar 25, 2004
CON	AUDIOLOGY OUTPATIENT(c): Apr 02, 2004	Apr 02, 2004
CON	HEMATOLOGY CONSULT(p): Apr 02, 2004	Apr 02, 2004
CON	HEMATOLOGY NEW NAME(p): May 09, 1995	May 09, 1995
LAB	All Lab Cumulatives	
MED	METFORMIN HCL 500MG TAB, SA (O). Stop Date: Mar 19, 2006	Mar 19, 2006
MED	METOPROLOL 50MG S.T. (O). Stop Date: Mar 18, 2006	Mar 18, 2006
MED	SIMVASTATIN 40MG TAB (O). Stop Date: Mar 18, 2006	Mar 18, 2006
MED	METOPROLOL 50MG S.T. (O). Stop Date: Mar 31, 2005	Mar 31, 2005
MED	METOPROLOL 50MG S.T. (O). Stop Date: Mar 31, 2005	Mar 31, 2005
INQ	7/18/2006 2:39:06 PM	Jul 18, 2006

ROI Record Manager

Documents saved as C:\Documents and Settings\LNorton.DSSINC\Desktop\ROI Request.pdf

OK

Click to view details 3 docs Add Selected Add All

Empty document preview area.

Docs: 19
Pages: <click> Remove Selected Remove All

What Else We Do

- Social Security Disability Web-Based Database
- In Person Authentication
- Forms Management
- Burning Medical Records to a compact disk (CD)
- Subpoenas/Legals

IMPACT

- Decreased Turnaround Time (TAT)
 - 1506 Requests per Month, TAT is 3.01
- 24 X 7 Retrievability
- Workload Management
- Reporting and Monitoring
- Decrease in Workspace Storage
- On the Spot Record Processing
- Sensitive Data Review

IMPACT Continued...

- Record Storage Systems
- Voice Signatures
- Records for Torts/Legal
- On the Spot Record Demand
- Education
 - Provider's and Support Staff

Coding

Coding/Billing/Compliance

- From Paper to Computer
- QuadraMed
 - Communication Tool
 - Workload Mgt
 - Reporting and Monitoring

- [-] Audit Compliance Module
 - [-] System Configuration
 - CCM Reason for Changes
 - FTP/Encoder Parameters
 - nCoderMD Location Default
 - User Management
 - Reason Not Billable Default
 - Non-count Clinic Location Sc
 - [-] PCE Compliance Module
 - Scheduled Events
 - Audit PCE Records
 - + Template Reports
 - View Audited PCE Records
 - CCM Coding History
 - Bill Me Report
 - [-] Specialized Reports
 - E&M Reason for Change
 - New Insurance/Late Check
 - IB Scrubber Usage Report
 - [-] Billing Compliance Module
 - Scheduled Events
 - Audit IB Claims
 - View Audited IB Claims
 - [-] MUSE Data
 - MUSE Text File
 - [-] Look For Help
 - Contents
 - Audit Descriptions
 - Workflow Recommendations

PFCS Audit Compliance Module - Summary

Audit Compliance Module will assist you in the maintenance of the Compliant Coding Module. Select an item to the left to perform an action.

Encoder Interface:

Encoder Name: nCoder+ Encoder OLE ID: cmplus32.CodeMaster

Program Versions. IB Patches 137 & 182 installed. CIDC Patches installed.

Pro Fee Compliance Suite Version: V3.4
-Version Assessment Suppressed.

Compliant Coding Module Version: V3.4
DSI v1.3 - Cert v3.01 - Core v3.2

DSS PCE Build Version: v17.0 with PFCS clean up patch present.

FTP Configuration:

Compliant Coding Module Not Performing Version Check Upon System Startup.
Compliant Coding Module Not Sending Back Version Data.

Vista Security Key Data: Can run PCE Scheduled Event Audits.

nCoderMD engine present on PC. Version: Jan.2004 (Code #5).
Compliant Coding Module Geographic Default: MASSACHUSETTS - MIDDLESEX
Audit Compliance Module Geographic Default: MASSACHUSETTS - MIDDLESEX
Claim Scrubber engine w/UB92 present on PC. Version (batch and single): 3.6.27. (Code #0).

vhadedwirthr has write permissions to ".\Stats\PFCS\XLS Files" XLS backup dir.

Close



E&M Reason for Change

Audit Criteria | Divisions | Reasons For Change/Type Of Change

Last Date Coded Date Range: Provider Screening:

From: 8/ 9/2005

All Provider.

Location Screening:

All Location.

To: 8/18/2005

Select Location...

Report Grid | Report Chart | Statistical Summary

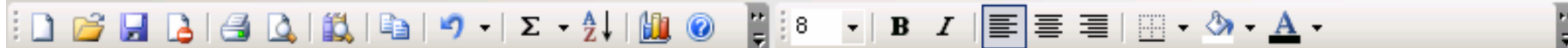
Drag a column header here to group by that column

CPT Provider	Patient Name	Original E&M ^	Last VistA CPT Code	Type of Change	Reason for Change	V
99212 (\$43.06)		99212 (\$43.06)		No Change	NA-Not On File	C
99212 (\$43.06)		(\$0)		Deleted	DEL-E/M Deleted	C
99212 (\$43.06)		(\$0)		Deleted	DEL-E/M Deleted	C
99213 (\$59.61)		(\$0)		Deleted	DEL-E/M Deleted	C
99213 (\$59.61)		(\$0)		Deleted	DEL-E/M Deleted	C
99214 (\$92.83)		(\$0)		Deleted	DEL-E/M Deleted	C
99214 (\$92.83)		(\$0)		Deleted	DEL-E/M Deleted	C
99214 (\$92.83)		(\$0)		Deleted	DEL-E/M Deleted	C

Print Reports

Save To Excel

Generate Reports



Reply with Changes... End Review...

A3

fx

	A	B	C	D	E	F	G
1	CPT Provider	Patient Name	Original E&M	Last VistA CPT Code	Type of Change	Reason for Change	Visit Date/Time
2	/		99214 (\$92.83)	99214 (\$92.83)	No Change	NA-Not On File	04/01/2005 15
3	/		99213 (\$59.61)	99213 (\$59.61)	No Change	NA-Not On File	06/16/2005 08
4	/		99212 (\$43.06)	99213 (\$59.61)	Level Increase	ADD-E&M Code Added	06/16/2005 09
5	/		99213 (\$59.61)	99213 (\$59.61)	No Change	NA-Not On File	06/16/2005 10
6	/		99213 (\$59.61)	99213 (\$59.61)	No Change	NA-Not On File	06/16/2005 11
7	/		99214 (\$92.83)	99214 (\$92.83)	No Change	NA-Not On File	06/17/2005 08
8	/		99213 (\$59.61)	99213 (\$59.61)	No Change	NA-Not On File	06/17/2005 11
9	/		99214 (\$92.83)	99214 (\$92.83)	No Change	NA-Not On File	06/17/2005 15
10	/		99212 (\$43.06)	99213 (\$59.61)	Level Increase	SHE-Sufficient History, Exam	06/21/2005 13
11	/		99212 (\$43.06)	99213 (\$59.61)	Level Increase	ADD-E&M Code Added	06/16/2005 15
12	/		99212 (\$43.06)	99212 (\$43.06)	No Change	NA-Not On File	06/17/2005 10
13	/		99253 (\$105.5)	99253 (\$105.5)	No Change	NA-Not On File	05/17/2005 12
14	/		99353 (\$0)	99353 (\$0)	No Change	NA-Not On File	05/19/2005 12
15	E		99212 (\$43.06)	99212 (\$43.06)	No Change	NA-Not On File	06/16/2005 10
16	E		99212 (\$43.06)	99212 (\$43.06)	No Change	NA-Not On File	06/16/2005 15
17	E		99211 (\$24.95)	(\$0)	Deleted	DEL-E/M Deleted	06/16/2005 10
18	E		99214 (\$92.83)	99214 (\$92.83)	No Change	NA-Not On File	06/16/2005 10
19	E		99215 (\$133.19)	99215 (\$133.19)	No Change	NA-Not On File	06/16/2005 14
20	E		99211 (\$24.95)	99212 (\$43.06)	No Change	NA-Not On File	06/23/2005 08
21	E		99211 (\$24.95)	99211 (\$24.95)	No Change	NA-Not On File	06/17/2005 14
22	E		99213 (\$59.61)	(\$0)	Deleted	DEL-E/M Deleted	07/08/2005 13

IMPACT

- Ease of Use
 - Paper vs. EHR
- Paper Index Cards

Remote Coding – Why?

- Retention
- Saves Money
 - Workplace, commuting
- Increased Morale
 - Increased productivity
 - Less interruptions

IMPACT

- Communication
- Isolation
- Information Technology (IT) support
- Updates – Carrying Around Your PC
- Don't Want to Come Back
- Information Security

Transcription

Another Way to Document

- Process
- Training
 - Talking fast
 - Accents
 - Editing documentation before signing

Dictated

Transmitted

Uploaded

Job Number

Date

Date

Date

Uploader

Time

Time

Time

TAT Quick check

Author

First Name

Last Name

Note Type

ADDENDU

- DS
- PN
- CO
- OP
- C&P
- CATH
- H&P

Patient

First Name

Last Name

SSN

Notes and Errors

Other

Transcribed by:

Transcriptionist:

Error Type:

VA Lines

Add New Record

Edit Record

Save Record

IMPACT

- Decrease in Lost Dictation
- Continuity of Care
 - Timeliness
 - Instant Availability/Retrievability
- No Incomplete Records Room

A Need for HIMS Input

- I Med Consent
- Standardized Note Titles
- Template/Forms Management
 - Document Corrections
 - My HealtheVet

My HealtheVet

What is My HealtheVet?

- Online Personal Health Record
- Uses Web-based technology for health resources to enhance patient/clinician collaboration.

What Can I find on My Health_eVet?

- Trusted Health Information
- Links to Federal and VA Benefits and Resources
- Personal Health Journal
 - Blood Pressure, Medications
- Online VA Prescription Refill
- Frequently Used Forms

IMPACT

- Technical Issues
- Sensitive Data Review
- Privacy and Security
- Return on Investment???
 - IPA

Health Information Management Challenges

- New Policies and Procedures
- New Method for Monitoring
- Reorganization of Staffing/Department
- Training HIMs, Clinical, and Support Staff
- Successfully selling “change” to HIMs, Clinical, and Support staff
- Building Collaboration With Clinical and IT Staff
 - “Talking” Their Language

Using Information as a Tool for Change

References

- Quadra Med Corp.
- Document Storage Systems ROI Record Manager
- HealtheVet
 - <https://www.myhealth.va.gov/>

Thank You!

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– 505-265-1711 x5111