Tips and Tricks for ACS Verification

How to Put Your Best Foot Forward

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What the Reviewers are Looking For

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Applying for a Site Review

**Actions**

- Submit application 14 months before anticipated site review
  - [https://www.facs.org/quality-programs/trauma/tqp/center-programs/vrc/site-packet](https://www.facs.org/quality-programs/trauma/tqp/center-programs/vrc/site-packet)
- Request exact dates - 2 days
  - Be sure that essential individuals can be there
- Documents to submit with application
  - Alternative pathway info
  - Ortho trauma surgery leader / OTA

**Hints**

- Application ≠ PRQ
- Start early!
  - 1-2 months before submitting application, start to query your team on dates; additional documents
- ACS Website = your friend!!
  - Resource document
  - Quarterly webinars - PPT saved **
  - Verification change log
  - Clarification document
  - Tutorials
  - Contact people
Education Webinars and Tutorials

- Clarification and Changes in Verification Criteria (video)
- Becoming a Verified Trauma Center: First Steps
- Becoming a Verified Trauma Center: Site Visit
- Monthly Trauma Center Q&A Webinars

Supplementary Materials, Guidelines, and Samples

- Guidelines for the appropriateness of terminating resuscitation (National Association of EMS Physicians)
  - Adult
  - Pediatric
- Guidelines for field triage of injured patients
- Interfacility Transfer of Injured Patients: Guidelines for Rural Communities
- Interfacility Transfer Tool Kit for the Pediatric Injured Patient: Guidelines for Rural Communities
- The National Association of EMS Physicians and the ACS COT position statement on EMS Spinal Procautions and the Use of the Long Backboard
- The PHQ-9 Patient Depression Questionnaire
- Information pertaining to the classification of mortality—The Joint Commission Taxonomy Implementation for Trauma Performance Improvement
- A listing of, and links to, various quality efforts
  - National Quality Forum
  - Institute of Medicine
  - Agency for Healthcare Research and Quality
  - The Joint Commission
- Geriatric Trauma Management
- Massive Transfusion in Trauma
- Management of Traumatic Brain Injury
- Mild Traumatic Brain Injury Guideline for Adults
- Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE) Examples (sample)
- Injury Prevention—Defined and Examples (sample)

https://www.facs.org/quality-programs/trauma/tqp/center-programs/vrc/resources
Next Step: Notice from ACS

Actions

• 1st Notice that application received
• 2nd Notice: Details provided
  • Dates, Type of Review
  • PRQ website and your specific log-in info
  • SAVE this document!
• Actual reviewers’ names will be coming at a later date
• Start update on resolutions now (if not before this)
  • Can be done anytime within your 3-year cycle

Hints

• Early actions to take
• As soon as verification date is known:
  • Place this information (or a HOLD) on calendars for essential personnel
• Essential:
  • TPM, TMD, Trauma personnel
  • Specialty physicians
  • Administration
  • Whoever you NEED to be there
• Book rooms for chart review
  • May book room afternoon before - practice run / setup
  • If dinner is planned for on-site, good idea to book this date too.
Optimizing the Site Review: “To Do List”

- ACS Application
- Pre-Review Questionnaire (PRQ)
- Chart Review
- Dinner
- Tour
- Documents

Timeline:
- T-14 months
- Start PRQ
- Projects / PI
- Documents
- Communication
- Deadline to Submit PRQ
- Final Prep

Application process

Timeline
One Example: Set up as soon as site review dates are received

<table>
<thead>
<tr>
<th>Travel Details - Reviewers</th>
<th>Due By</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>% done</td>
<td>Phase</td>
<td></td>
</tr>
<tr>
<td>0%</td>
<td>Hotel reservations for 2 reviewers (1 night)</td>
<td>March, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Obtain / verify flight arrangements for each</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Decide on from airport to hotel; pick up</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Decide on CCHMC to airport</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Verify hotel arrangements</td>
<td>July, 2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tour Details</th>
<th>Due By</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>% done</td>
<td>Phase</td>
<td></td>
</tr>
<tr>
<td>0%</td>
<td>Decide who is going with each reviewer</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Confirm / decide reps at each location</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Develop list of contacts / reps at each location (for tour guide)</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Brief reps - information to each</td>
<td>July, 2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chart Review</th>
<th>Due By</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>% done</td>
<td>Phase</td>
<td></td>
</tr>
<tr>
<td>0%</td>
<td>Need IT support for that Day 1 site review</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Review electronic system with Margie; any changes?</td>
<td>May, 2020</td>
</tr>
<tr>
<td>100%</td>
<td>Find location for chart review - will PSCR be open??</td>
<td>May, 2019</td>
</tr>
<tr>
<td>0%</td>
<td>Figure out what computers to have in room</td>
<td>July, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Work with Margie - cleaning / validating data</td>
<td>June, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Develop overall preliminary list of potentials</td>
<td>June, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>Develop preliminary list of patients (ie charts to be pulled)</td>
<td>June, 2020</td>
</tr>
</tbody>
</table>
PRQ: How to do it right!

**Actions**

- Start 6-7 months before site review
  - Shorter time needed if done before
- Use Word document then upload to web version after all sections done
- My process:
  - Each section is assigned to specific person
  - “Cut and Paste” previous document and ask them to revise; provide deadline
  - One week before and after deadline - send reminder (TPM spreadsheet on this)
  - TPM edit comments if needed
  - Approve content by both trauma and initial writer of section
- Deadline to submit to ACS is 30 days before site review!

**Hints**

- Provide deadlines and track in excel
  - Be accountable to get back to individuals writing the section
- Multiple 👀 should review the PRQ
- TMD should read this, agree on content
- Check spelling before upload
- Data - usually needs to be later
- Areas of frequent mistake:
  - Numbers don’t add up
  - Missing answers
  - Examples of loop closure - not complete
  - Appendix not complete / accurate
Optimizing the Site Review: “To Do List”

- ACS Application
- Pre-Review Questionnaire (PRQ)
- Chart Review
- Dinner
- Tour
- Documents

Timeline:
- T-14 months
- T-6 months
- T-30 days

Steps:
- Application process
- Start PRQ
- Projects/PI
- Communication
- Deadline to Submit PRQ
- Final Prep
Chart Review: Many Options

**Actions**

- 12-month time frame, ending 2 months before site review
  - Recent patients - better
  - Trialing new method - which charts to pull
- Biggest debate: Paper vs Electronic !!
  - If EMR at your hospital is not a common program or cumbersome, go with paper!
  - Most reviewers - comfortable with either
  - If unsure, check with lead reviewer
- Develop PI packet for each chart and include:
  - List of PI issues
  - Meeting minutes where discussed
  - Examples of loop closure (email communication, new guidelines, education ppt, change is process, etc.)

**Hints**

- First impression of reviewers
  - Make it organized!
- My suggestion: “Only do electronic method if you can do it well”.
- Note the charts with PI issues
- Have an IT person on-call that day
- Have Wi-Fi access with password
- Need to have assigned individuals for each reviewer
  - Make sure that the EMR access that they have available is the one they are used to
  - Practice /dry run the day before - may be beneficial; example - power cords, etc.
- Confirm TMD not on call
Chart Review: Process

- **Goal of Chart Review:** To assess if the content of the patient’s chart validates the standards outlined in the *Optimal Resources for Care of the Injured Patient* and the answers in the Pre Review Questionnaire (PRQ).

- **Minimum of 20 charts total (all surveyors)**
- **Follow the patient’s continuum of care (start to finish)**
Chart Review: Importance of PI

• No program is perfect !!!! Every program has opportunities to get better

• Surveyors want to see issues are identified, and that your institution has taken action to correct

• Don’t hide issues; instead embrace these as “opportunities for improvement”
Optimizing the Site Review: “To Do List”

ACS Application

Pre-Review Questionnaire (PRQ)

Chart Review

Dinner

Tour

Documents

T-14 months

T-6 months

T-30 days

Application process

Timeline

Start PRQ

Projects/PI

Documents

Communication

Deadline to Submit PRQ

Final Prep
• Reviewers need access to these both days of site review
• Separate binders on each topic or put into a booklet / folder for each reviewer
• Want to have quick access to various aspects that reviewers may ask: (ex)
  • Productive PI projects ** (important)
  • All guidelines r/t trauma (hospital too)
    • TBI, solid organ, VTE
  • Organization charts
  • Resolutions
  • Information on non-surgical admits (table with Adm Svc, Consulting Svc, MOI, ISS, acceptable or failure of system, date of PI review)
  • SBIRT data (compliance, % of positive, % with intervention)
  • Validation of trauma data
  • TQIP data; actions for change
  • Research grants / publications
  • Delineation of privileges / credentialing
  • Dashboards: attendance to stats; audit filters and any reports that show off your program
  • Education / Injury Prevention
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Dinner / Tour

**Dinner**

- Dinner - location TBD by hospital
  - Working dinner (buffet or plated)
  - Convenient
  - Area where everyone can hear the conversation
  - No alcohol
  - Names cards / seating location
    - Put reviewers together
- Tour: starts around 7:15 AM
  - Everyone will go to the ED, then reviewers will split
    - Assign someone to each reviewer
- Exit interview around 10:30 on day 2. All welcome!

**Tour**

- Dinner does not need to be expensive
- TPM role: engage correct individuals
  - Don’t do all the talking yourself
- Dinner is a GREAT time for all participants to see the depth / expanse of the program
- Helps for reviewers to have a list of names / specialty at dinner
- For tour: Let people know that the site reviewers will be coming to that area
  - Usually have a representative ready at each place

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**ACS Application**
- T-14 months
- Application process

**Pre-Review Questionnaire (PRQ)**
- T-6 months
- Timeline

**Chart Review**
- T-30 days
- Projects / PI

**Dinner**
- Site Review

**Tour**
- Deadline to Submit PRQ

**Documents**
- Final Prep
Communication: So Important

- Regarding Site Reviewers:
  - Communication from TPM to lead reviewer for any questions
  - Obtain / monitor flights (in and out)
    - Validate how reviewer is getting to the hospital
    - If arriving the night before, what arrangements?
  - Hotel reservations – paid by hospital
  - Timing and pick up from hotel
  - Food selection (if plated) for dinner
  - Very helpful for reviewers to have a document with tentative agenda and all information (2-4 weeks before)
    - Be sure to add contact information of TPM and TMD
  - Arrange transportation to the airport
All your planning has paid off, so last minutes actions are:

- Be thankful that you stayed on your timeline and most things are done!
- Confirm all rooms, locations, people
- Arrange food – day 1 lunch, day 2 breakfast
- Visitor badges
- Validate your team knows what everyone is to do
- When something goes wrong with the best laid plans, take a deep breath and go onto Plan B.
- Enjoy the Experience!