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# CBR NETWORK

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## Cleo's Corner

### PRIVplus Version 51 Update

In February we began shipping the latest update to PRIVplus. It is version 5.1 and contains some new reports, has improved greatly the way reports export from PRIVplus to Excel (the updated version of Crystal made it more difficult and we have spent considerable more time to make it easier); a new directory with a table of contents; two new short profiles with different information on them and a new area where you may write to practitioner regarding medical history items. There is a whole new section under Letters called Medical History. More on the updates below. However, updates have to be put on sequentially. Therefore, if you have not put your last update on, the new one will not be shipped until we get notification that it has been installed.



CBR will be closed March 21<sup>th</sup> and 24<sup>th</sup> for Easter and May 26<sup>th</sup> for Memorial Day.

## Happy Easter !



## PRIVplus for Windows

### Medical History Letters

With the update to version 5.1 of PRIVplus you are now able to send practitioners letters regarding Medical History items. You may recall that there is now an expiration field in the Medical History Tab. Therefore, if you choose, you can enter the date the practitioners's PPD expires, or shots that may be required expire, etc. Based on that expiration date, you may run reports to find out who is due another PPD, shot, physical, etc.

### Board Certification

With the last update to PRIVplus we put a new field in Board Certification where you could check to indicate that the Board Certification was good for a lifetime. In the new update, if you have checked "lifetime" in the

### Request for Email Address

In order for us to update our email address for each of you, please send us an email to BrendaS@cbrassoc.com so we may then double check to be sure we have your correct email address.

board certification record, the word "lifetime" will appear on the report. Previously, clients were either leaving it blank, or putting a future date. You will see the word lifetime on the report now.

### Directory with Index

There is a new report DI4 - which is a directory of your practitioners, sorted by Department, specialty and group (same as report DI3). However, the new report has an index at the end of it which will show you which page the practitioner may be found on.

### New Short Profiles

Two new profiles may be found under profiles. These are the shorter style - just with a little different information on the form. Check them out!!!!

### Highlights:

- PRIV - Med History Ltrs
- QA - Physician Profiling
- RISK - Tracking Pt Harm
- Technical Tips



## QUALCAREplus for Windows

### QUALCAREplus/W - Web version

CBR Associates Inc., has written a web version of QUALCAREplus called QUALCAREplus/W that is currently being revised and tested (anticipated release Fall 2008).

In this web version, you will be able to manage your Master Lists, Enter Data (admissions, occurrences, denominators) and generate Reports based on Category level security.

### Physician Profiling

The OS13 - Physician Profile is used to summarize information tracked on the physician. The OS13 can be printed out for a 2 year time frame and is used in the physician's reappointment. You can also use the OS13 to assess performance at the end of a provisional time frame.

The Physician Profile summarizes (provides statistics) on occurrences attributed to a physician:

- 1) occurrences (# / totals)
- 2) peer review scores on cases (# / totals)
- 3) summary of actions code 1 thru 5 taken on the occurrences (# / totals)
- 4) denominator data (volumes: i.e. total discharges, total admissions, total units transfused, etc.)
- 5) occurrence rates
- 6) if an occurrence screen threshold was exceeded and by how much
- 7) medical record deficiencies (# and rates)
- 8) Good Report Card (occurrences the physician is being screened for but has never had)

In addition to the OS13 Physician Profile, you can print out case details on each occurrence with a quality issue (a specific occurrence severity score or higher, i.e. >=3).' Output, QA Reports, Occurrence Processing, OP06, Selection button, Highlight the Physicians you want to print these for, click to the Occurrence Factors TAB and highlight the Occurrence Severity wording that indicates a quality issue. Note that the words of the Occurrence Severity Score appear and not the actual code number. So you may want to print out a list of your Occurrence Severity Index Codes. There are two ways to do this:

- 1) Output, Master Lists, MS1, Selection button, highlight Occurrence Severity Index Codes.
- 2) Print Screen - Master Lists, QA Basic Lists, Occurrence Severity Index. When the list is open and you see the Occurrence Severity Index Codes, click on File, Print Current Form.

You can also print the OS13 Physician Profile for each physician for just your quality issues or severe occurrences. Again choose the wording of the Occurrence Severity Codes that are higher than say a '3'. Only occurrences meeting those conditions will then appear on the profile.

As your indicators (occurrence screens) change, remember to END your old occurrence screens. Edit the occurrence screen and add an END DATE and save. When you look through the list of occurrence screens to assign to the case --- any that have ended will not appear in the list (based on the occurrence date at the Occ Desc TAB). Run "OP09 Occurrence Screens That Have Not Been Triggered" and consider whether you wish to continue tracking those listed.

## RISKplus for Windows

### Tracking Patient Harm Cases Using User Defined Fields

One of our clients in Colorado is using RISKplus (& RISKweb) to report their defined "Patient Harm" cases. (IHI - Institute for Healthcare Improvement: Protecting 5 Million Lives from Harm). They have taken advantage of the user-defined fields found in RISKplus (3 of which are available to staff when reporting an incident through RISKweb tool). These fields are available to all incidents in RISKplus:

- User-defined list 1 (can track: Patient Harm)
- User-defined list 2 (can track IIS Severity)
- Ins Co Location (user list 3) (can track: Patient Harm Score)
- Ins Co Outc Severity (user list 4)

User-defined list 1 and 2 are found at the Incident Description TAB (left column):

Incident:	Fall from bed - 1
User defined list 1	
Service Involved:	Nursing - NURS
User defined list 2	

These two fields appear on the IP09 report. The IS19 report summarizes the data in list 1. The IS20 report summarizes the data in list 2.

Chose either of these fields as the SORT for the IS21 report (you choose the 1, 2, or 3 fields you want to print on the report). These 2 fields can also be a condition for most reports (Selection / Location/Misc TAB).

Ins Co Location is also found at the Incident Description TAB (right column):

Location Details	
Ins Co Loc	
Facility:	Cleo B. Robertson Medical Ce

This field prints on the IP05 report (Subject Profile) & the IS21 report (SORT field). It prints on all OV reports



The Ins Co Loc field can also be a condition for most reports (Selection / Location/Misc TAB).

The 4<sup>th</sup> field (and not available to staff using RISKweb), the Ins Co Outc Severity, is found at the Incident Outcome TAB (below the Outcome Severity):

Subject #:	00019
Outcome Severity:	Temporary Major - 4
Inc Co Outc Sev	

This field prints on the IS12 and IS21 (choose as SORT field). It prints on ALL OV reports and can also be a condition for most reports (Selection / Incident Factors TAB).

These 4 user-defined fields are the ONLY fields in RISKplus/RISKweb that can have their labels changed through File, Risk Options. Once you change the labels, save, exit RISKplus and sign back in to see the changes:

Incident:	Fall from bed - 1
Patient Harm	Patient Harm - 1
Service Involved:	Nursing - NURS
IHI Severity	_F Temp harm to pt & req initial/pi

To populate the lists, either press INsErT (on your keyboard) with your cursor in the field (in an incident) or go to the top menu and choose Master Lists, Risk Other. The bottom 4 lists are the user-defined master lists.



## Technical Tips

### Keep in mind...

When you open a practitioner from the Practitioner Selection screen in PRIVplus your cursor is placed in the practitioner's Last Name field on the Demographics tab and the last name is selected. Therefore if you press the space bar or another key, the last name will get replaced with that character. Then if you save this change your practitioner will be left without a last name. We see this when clients call saying a practitioner is missing from PRIVplus. To fix this, simply enter the practitioner's number in the Last Name/Practitioner #: field on the Practitioner Selection screen and you will be taken directly into his/her tabs. You can then fill in his/her last name again.

### If you have upgraded to PRIVplus, version 5.0 and do not have a Physician Overview area under Output/Letters...

your database didn't get upgraded properly. You can check your version of PRIVplus by clicking on Help/About and the version number will be listed at the top. Then close this screen and click on Output/Letters and

make sure a folder called PHYSICIAN OVERVIEW is present. If it is not, call us as we will need to re-update your database. If you have not yet upgraded to PRIVplus version 5.0 you are missing a lot of wonderful features (emailing practitioners, pushing out to websites for verifications, Physician Overview area to be used as a form generator, etc). Version 5.1 is just about to come out and if you have not yet upgraded you will not receive version 5.1. Also if you did not notify us when you upgraded to version 5.0 we will not have realized that you are ready for the next update. If you email us a print screen of the Help/About screen we'll make sure our records are up-to-date.

### If, when running a letter to practitioners your Physician box is suddenly empty...

you've probably exceeded 1000 practitioners in your PRIVplus program. Once you've reached that number of practitioners the system uses a different method of listing your practitioner names. You'll now have a Select Practitioner button at the bottom of the screen. Click on this button and you'll be able to select your practitioners by name, department, specialty, hospital membership or status.

## Announcements

### Promotions:

- *Congratulations* to Jean Jones who has been promoted to Chief Risk Management & Patient Safety Officer with Newton Memorial Hospital in Newton NJ. Jean uses our RISKplus for Windows program

We would love to hear your announcements and suggestions for our next newsletter! Please use the space below to send us your news.

### Announcements:

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### Suggestions:

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### Submitted by:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Hospital Name: \_\_\_\_\_

