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CBR NETWORK

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In This Issue:

- Cleo's Corner
- CBR Holiday Closings
- Announcements

Cleo's Corner

PRIV/View

A number of you are using our PRIV/View feature of PRIVplus now. This allows you to have a link on your facility's INTRANET server that points to your PRIVplus program and will display a report showing approved privileges. We have a handout on this feature if you are interested in obtaining more information on this feature. Just send us an email and we will happily send it to you. Also, Sharon Heinzlmann is still available to "build" your delineations if you wish.

PRIVplus Update

We have recently been sending out an update - but will be sending you another one soon as well. We came up with another couple of features that we wanted to pass on to you.



CBR will be closed May 25, July 4th and September 7th for Holidays.

Welcome Deana Evans!

Deana Evans is now working in our office four hours a day helping with various projects and answering the phones. We are happy to have her as a part of our CBR family and know you will enjoy interactions with her when you call.

PRIVplus

Printing a blank application

If you wanted to print out an application from PRIVplus, but wanted it blank - how could you accomplish this? If you enter a person with the last name of . (period) and first name of . (period), and give them an address - you can print the application to a file, remove the period and save yourself a blank copy. You may then delete this "fake" person from PRIVplus.

Applications

Many clients were not aware that there are applications within the program. There are some under Output, Reports, Profiles and there are some under Output, Letters, Physician Overview. If you use a state-wide standard application, we may have those that we can send you. So, if you do not see your statewide application under Physician Overview (if there is one in your state), email us and we will let you know if we have one for your state.

Some of the ones we do have are: Iowa, Colorado, Georgia (AHP) and Reappointment; Illinois; Massachusetts; Minnesota; Nevada; Oklahoma; Oregon and West Virginia. We also have contracted with other facilities to create one for just that facility under Physician Overview. If you have an interest in an estimate to have your application programmed (usually reappointment application) as letters under Physician Overview, so that you may print it and have a majority of the information populated, email it to us and we will be happy to get you an estimate.

Second Copies of PRIVplus Program

A number of our clients are obtaining a second copy of PRIVplus to use in HR or Nursing Service to use for tracking purposes. If you have this need, please contact us for more information. We make it affordable for you to get some of this work off your plate and it gives them the same tool you use to make their job easier as well.



Highlights:

- PRIV - Print a Blank Application
- QA - QAID #s
- RISK -COPY Button
- RISKweb - Confirmed Incs

QUALCAREplus for Windows

Confidential QAID Numbers

Many reports print a physician's/allied's confidential number and not their staff #.

A physician or allied health's staff # is found by clicking on Manage Data, Physician Data, Physician Details, SEARCH, the first column in this list is the staff #. For Allieds: Manage Data, Allied Health Data, Allied Health Details, SEARCH. You can also view a physician/allied's staff # from the QAID Numbers master list in the following item.

To view a physician or allieds QAID#:

1. click on Master Lists
2. click on QA Basic Lists
3. click on QAID Numbers
4. enter the physician or allied name to search for the staff # or the QAID #

	QA ID#	Staff #	Name
1	10131	825	Barefoot Dan
2	10062	01113	Bennett David
3	10403	Blood	Blood utilization.
4	2355	01170	Boone Edward
5	2257	03740	Boyland George
6	2304	1883	Brotherton James
7	10410	123	Bush George

Generate report of physician or allied QAID#s:

1. click on Output
2. click on QA Reports
3. double-click on Utility Reports
4. highlight UT01a Physician/Allied Health Appointments (with/without QAIDs)
5. click on the SELECTION button
6. click on Print QAID
7. save
8. run

Change the SORTS on the report to see the list appear by QAID# order.

Physician Appointments (with/without QAID)				
Phys #	QA ID	Name	Department	Specialty
10004	10004	Aaron, Aaron A	Medicine	Cardiology
50642	10055	Adams, James G.	Anesthesia	Pain Management
00364	10129	Au, Victor K.	Surgery	Plastic & Reconstructive S
825	10131	Barefoot, Dan H.	Surgery	Dental
0 [Physicians.ID_No (String)]	0383	Adams, Henry T.	Dentistry	Endodontics
0152	10385	Abbingtton, Robert P	Radiology	Radiology
0293	10399	Smith, Jake	Pediatrics	Pediatrics
11111	10400	Casson, Peter	Psychiatry	Psychiatry

Use the search feature (binoculars) at the top of the report window to find a particular QAID# if your list is long.

UT01a - Physician Appointments (with/without QAID)

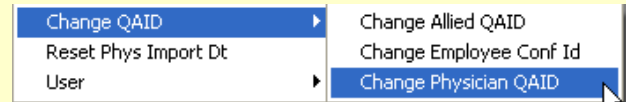
1 / 1+

Preview

Changing Physician/Allied Health QAID Number

If you do NOT want the confidential QAID number to be a different number than the Physician or Allied's staff #, we have a utility that allows you to change the QAID number.

Click on Utilities,
Change QAID,
Change Physician QAID:



Find the physician using the binoculars and notice the current QAID # appears BEFORE the staff number following the physicians name (5008 is QAID#; 911 is staff #).

Physician: Lincoln, Abraham 5008 - 911

Old Physician QAID#: 5008

New Physician QAID#: 911

Update Close

Enter a new physician QAID#, in this case, I would put '911' so that my QAID# matches the staff # and click on Update. When you click back onto the binoculars and search for the physician, the QAID# is the same as the staff #:

	Staff #	Name
1	911	Lincoln, Abraham 911
2	02310	Longworth, William E 2274

Note: QAID# are numeric so therefore you can NOT have preceding 0's.

Confidentiality Statement

QUALCAREplus allows you to store a confidentiality statement that will print at the bottom of your OP02 Clinical Review Form (Peer Review Form). Click on FILE, QA Options. Click into the white text box called Confidentiality Statement and type in your statement. For example:

This document is protected under the Peer Review Section of the North Carolina General Statutes 131E-95.

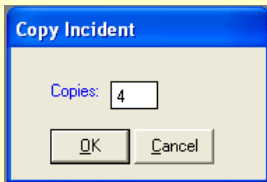
RISKplus for Windows & RISKweb Tool

RISKplus: Medication Errors “Omission” and the COPY button

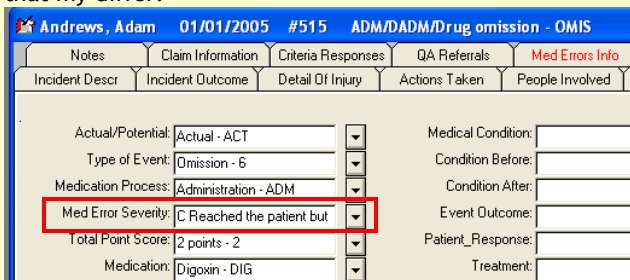
If a patient misses their 10am medications (5 different meds) and you are recording EACH medication missed as an ‘omission’, you need to take advantage of the COPY button to save you data entry time.

Enter the first ‘omission’ in RISKplus, complete the info at all the tabs and SAVE the 1st medication omission. If you are attributing the omission to a staff person, remember to add the person(s) involved in that particular omission at the People Involved TAB.

Click back to the Incident Description TAB on this omission and simply click on the COPY button at the bottom of the tab. The system will ask you how many copies you want. You already have one of the omissions in RISKplus, you need 4 more so you would enter a ‘4’.



When you click on OK the system will automatically generate an additional 4 incidents assigning new incident #'s AND it will copy all the information at all the TABS for that incident you are on. All you will have to do is edit any TAB and change any information that may be different, i.e. medication name. You will click to the Med Errors Info TAB and change the Medication field, the Total Point Score and possibly the Med Error Severity field for this particular omission plus other fields that may differ:



If the same error occurred from shift to shift and over several days, (i.e. medication missed for 2 days all 3 shifts) that is a total of 6 omissions. Copy the incident 5 times. Edit each incident and change the TIME of the medication error and the DATE - if it happened the next day.

RISKweb: Bringing Approved Incidents BACK into RISKweb For More Followup

What do you do when you have approved an incident in RISKweb, data has been transferred into RISKplus AND new information has come to your attention on the incident and you need the dept manager’s feedback?

Did you know that you can bring an approved incident (one no longer in RISKweb but it is in RISKplus now), BACK into the “View Pending Incidents” list in RISKweb?

Let’s understand some terminology first.

Confirmed Incident - means the incident has been approved from RISKweb and the incident data transferred into the RISKplus program. The incident is no longer seen in the list of Pending Incidents in RISKweb.

Pending Incident - means the incident is in RISKweb only and cannot be accessed by RISKplus.

To bring that incident BACK from RISKplus into your RISKweb’s Pending Incident list, someone with Risk Manager’s (ADMIN) security must log into RISKweb:

- 1) Find the patient (subject/person) the incident happened to (search by last name or MR#) and you will see a list of names:

Incidents	Pending Incident	Confirmed Incidents	Confirmed Incidents	MR #	Last Name	First Name	Middle Init	DOB
	New	Update	Delete	4567	Abbott	Kerry	M	1/1/1961
	Pending	New	Update	Delete	9123387	Adams	John	1/1/1923
	Pending	New	Update	Delete		Adkins	A	

- 2) Click on the word Update under the Confirmed Incidents column for that patient/person. I’m using Kerry Abbott for this example.
- 3) You will see a list of any incidents that had been confirmed (approved) and reside in RISKplus for just that patient/person. Kerry Abbott has many:

Subject Name : Kerry M Abbott		Date of Birth : 1/1/1961				
MR# : 4567		Age : 48				
SS No : 000-00-0000		Sex : F				
Incidents	Date Added	Date Occurred	Category	Sub Category	Incident	Unit
Update	10/30/2008 14:34	4/1/2007 06:00	Administration Med Errors	MAR Maintenance	MAR transcription error	3 West
Update	8/7/2008 13:47	8/7/2008	Fall	Fall	Fall - found on floor	3 West
Update	9/19/2007 13:30	7/1/2007 10:30	Fall	Fall	Fall - from table (exam table)	Radiology
Update	7/10/2007 08:10	5/22/2004 21:30	Dispensing Med Errors	Drug Dispensing	Dispensing Error	3 West
Update	5/21/2007 15:33	5/21/2007 10:30	Fall	Fall	Fall - from bed	3 West

- 4) Click on Update under the Incidents column for the incident you want to bring back into RISKweb.
- 5) You will be taken into the incident in RISKweb where you can enter notes in your Risk Manager’s note field. Click on SAVE, and email notification is again sent out for that unit. You are returned to a version of the incident that you can print. Click on Home/Search.
- 6) Click on View Pending Incidents and now that patient’s incident is back in the list of pending incidents:

Pending Incident	Email	Date Added	Date Occurred	Patient	Category	Sub Category	Incident	Unit	Trun Type		
Update	Approve/Reject	Print	Email	5/15/2009 11:47	4/1/2007 05:00	Abbott, Kerry M	Administration Med Errors	MAR Maintenance	MAR transcription error	3 West	UPDATE
Update	Approve/Reject	Print	Email	5/15/2009 11:37	5/20/2004 10:00	Madison, Dolly	Safety/Security	Security	Physical Abuse	2 West	UPDATE

CAUTION: When confirmed incidents are made available again in RISKweb, you do NOT want to make any changes to the incident from RISKplus. If you make changes to the incident in RISKplus, then APPROVE the incident from RISKweb again, data will be transferred UPDATING the fields for that incident already in RISKplus. This will overwrite what changes you have made to the incident in RISKplus. This concerns the Inc Desc TAB, Inc Outc TAB, Detail of Injury TAB and Notes TAB. You will be OK to make changes to Actions Taken, People Involved and Witnesses. These are not affected by RISKweb.



Technical Tips

Do you have a Single-User Version or Multi-User Version Program?

To determine if you are using a program that is a single-user version or a multi-user (network) version (meaning two or more people can be in the program at the SAME time):

- 1) Sign into your CBR program
- 2) Click on HELP (at the top)
- 3) Click on ABOUT
- 4) Look at the database name
- 5) If it starts with "C" (i.e. c:\cbr\) or "D" then you have a Single-User version. It is installed on ONLY your PC.
- 6) If the database name starts with anything other than "C" or "D" (i.e. N:\apps\cbr\; Q:\riskplus\cbr\) then you have a Multi-User (Network) version. The program is installed on a network server.

Multi-User Environment

Each person accesses the CBR program from their PC but the database is not located on your actual PC (exception: peer to peer networks). The database resides on the network server.



Self-Healing EXE

Starting with PRIVplus version 5.2 updates, when a user signs into PRIVplus, our program automatically checks the environment and sets it up if necessary:

- 1) registration of files take place every time with the messages being suppressed
- 2) an ODBC connection between PRIVplus and Microsoft word for letters will be created
- 3) if there is no local structure found (c:\cbr\priv>) like when you get a new PC:
 - the system will automatically create a local c:\cbr\priv> folder with a few files necessary for storing report and letter conditions.
 - the system will automatically install crystal reports (needed for generating reports).

Have your IT person call us for a handout on how to setup a new PC..... it includes the above information plus setting permissions.

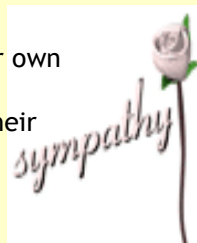
Version 6.0 of QUALCAREplus and RISKplus will also include this self-healing feature. Stay tuned for these updates.



Announcements

Condolences:

Our hearts go out to our own Brenda Sorrell and Deana Evans who lost their father, James Thomas Lipscomb, Sr. on May 9th, 2009.



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

Announcements:

Suggestions:

Submitted by:

Name: _____
 Title: _____
 Hospital Name: _____



Congratulations:

To Melanie Miles-Kent with Flagler Hospital on obtaining her certification in healthcare accreditation. She now has the initials HCAP, Melanie Miles-Kent, RHIA, HCAP.