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CBR NETWORK

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Cleo's Corner

Welcome Steve Buch!

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Steve Buch joined our CBR staff back in March. Many of you have already had interactions with Steve and we know you will enjoy getting to know him better as time goes by. Steve is a new "techy" in office and brings a wide range of technical skills with him. We are very glad to have him as a part of our CBR family. Steve was working as an independent contractor and we were very fortunate to have found him at the perfect time.

Invoices

In the past we sent out multiple invoices. This was to give you time to budget. However, in an effort to "go green", we will only send you an invoice one time. You will receive it between 4 and 6 months before it is due.



Holiday Closings:

We will be closed:
Monday September 7 - Labor Day
Wednesday Nov 25 at 12 Noon;
Thursday Nov 26 and Friday Nov 27 for Thanksgiving Holiday
Thursday Dec 24 through Jan 1, 2009 for Christmas & New Year's Holiday
Reopen Monday January 4, 2010.

Happy Holidays To Each of You!!

PRIVplus for Windows

PRIVplus 5.2.1 - Latest Update Shipped

PRIVplus 5.2.1 has been shipped to everyone we can ship it to. If you have not received your copy, it may be because you have not installed the 5.0 update (you must be running at least 5.0 before you can receive the 5.2.1 update); or you are still running MS Word 2000. Please let us know if you have not received your update, and you are running 5.0 and have upgraded your version of MS Word to Word 2002 or higher. We will get it right out to you.

Features of 5.2.1 Update

We sent the 5.2 update - which had many update features, and then we followed it with the 5.2.1 update. It was possible to skip the 5.2 update and go straight to 5.2.1. So, if you do not have a list of the update features of 5.2 - please email Brenda and we happily send the update documentation to you. Often IT gets the update CD, and you never get it back to print off the list of new features/enhancements includes. So very often, clients have abilities that they do not know they have. And, if you do not have the update documentation - there may be features

you do not know you have. Specifically, if you went from 5.2 to 5.2.1 - there is a new report DM07A which is similar to DM07 except that it prints landscape. Also, there is a new feature that will allow you to print reports and exclude those where you made an indication at the licensure tab that you did not want to re-verify at reappt time. The default is to print any and all license that meet the criteria you set. Now you have this new option to ignore records where you made the indication that you did not care to include it with appt re-verification. This is typically done for license in other states that you verify once, but do not care to re-verify again. Check out the option. There are three new letters in the Physician Overview Area - Over 1; Over 2 and Over 3 - each does something different. Print for one person and see what you get. Also, there is a new way to insert photos if you use MS Word 2007 as outlined in the documentation. Mostly, email us if you do not have the documentation for 5.2 or 5.2.1. You could be missing a lot w/o it.

Highlights:

- PRIV - v5.2.1 Update
- QA -OT Reports Revised
- RISK - Falls & Med Errors



QUALCAREplus for Windows

QUALCAREplus OT Report Revision

Based on client input - we are revising how the Occurrence Trend RATE reports (OT02/OT04) will be calculated. There are four Occurrence Trends Reports:

OT01 - Trends in # of Occs by Month
 OT02 - Trends in Occ Rates by Month
 OT03 - Trends in # of Occs by Quarter
 OT04 - Trends in Occ Rates by Month

OT01 and OT03 are # of occurrences
 OT02 and OT04 are occurrence RATES

Currently, the OT02 and OT04 RATE reports calculate the monthly or quarterly rates against the TOTAL or aggregate for the time frame selected. The monthly or quarterly rate was not matching the same month or same quarter rate when compared to the OS06 Summary of Occurrence Rates for each occurrence screen.

In the next version 6.0.1 - we have revised the calculations so that the monthly rate or quarterly rate reported on the OT rate reports will MATCH the same month or same quarter rates reports on the OS06. To do this we had to limit the SORTs available on the OT02 and OT04 - this was accomplished by breaking out the reports by on how the data is sorted:

OT02a - Trends in Occ Rates by Month by Department
 OT02b - Trends in Occ Rates by Month by Specialty
 OT02c - Trends in Occ Rates by Month by Physician
 OT02d - Trends in Occ Rates by Month by Occ Scrn by Physician

RISKplus for Windows

RISKplus - Resetting Computer Date

Thomas Rogers with Anchorage Pioneer Homes has this helpful hint for those of you who do not get to last month's incidents till the current month. When this happens, he was faced with entering in the date many times in RISKplus so he decided to reset the date on his Microsoft Operating System. Just right click on the TIME listed in the lower right hand corner of your monitor. A menu appears, click on Adjust Date/Time and set your date back to a date in the last month. This tricks RISKplus into thinking it is last month and when you do data entry some of the data fields will be pre-populated with this date and others, when you click on the arrow for the calendar will have that date highlighted.

Now Tom's operating system ONLY stays tricks for about half an hour, then it resets itself back to the correct date. He just resets it again. So changing the date to the previous month saves data entry time in RISKplus.

Now, from a legal standpoint, be sure that you are NOT altering the dates actions were actually taken. Check with your legal department if you have any concerns.

Falls Info TAB and Falls Info 2 TAB

There are 24 fields about Falls at these TABs and these fields are available on the [IT05 incident Report Card](#) and [IT05a Incident Report Card with Graph](#).

If your version of RISKplus does NOT have these TABs of information available when you add a FALL incident to RISKplus - a step in the version 4.0 update was left out. Just click on Master Lists, Risk Incident Screens, Categories, Edit the Falls category and at the field "type of category" select FALLS and click on OK. This

OT04a - Trends in Occ Rates by Quarter by Department
 OT04b - Trends in Occ Rates by Quarter by Specialty
 OT04c - Trends in Occ Rates by Quarter by Physician
 OT04d - Trends in Occ Rates by Quarter by Occ Scrn by Phys.

Committee Discussion & Letters Sent

For medical staff peer review use a note titled "Committee Discussion" and then copy and paste in the text from your committee minutes of the actual committee discussion and conclusions.

For the action to "Letter Sent", copy the entire letter into the comment section of the Action Taken record. This allows you to retrieve with ease the committee discussion and the contents of the letter without re-typing.

Reappointment Time - Physician Profiles - OPPE/FPPE

Since you are generating physician and allied health profiles more often than before (due to OPPE/FPPE) - did you know that you can print just those physicians that have occurrences?

Choose the OS13 Physician Profile report or OS13a Allied Health Profile and when you click on the SELECTION button, check the option [Print w Occ](#) to receive a Physician Profile (or Allied Health profile) for just those physicians/allied that had occurrences. When this option is UNCHECKED, you will receive a physician profile (allied health) report for each physician/allied regardless of whether they had occurrences or not since the profile also prints denominator (volume) data and medical record deficiencies (physicians only).

marriage of the category to the type of category (a kind of super category) decides whether the 24 Fields at the Falls Info Tab and Falls Info2 Tab are available. [Falls Data Entry Fields](#): falls severity; attended; activity; prior to the fall; fall precautions; prior history of falls; call light; restraints; restraints type; alarms; bed rails; bed position; equipment/environment; surface; medical condition; functional devices; judgment; sensory/physical deficit; medications used; treatment after fall and standard of care. PLUS four multi-select fields: interventions taken; contributing factors; prevention/action plan and system issues.

Med Errors Info and Med Errors Info2 TABs

Same as Falls - there are 28 fields about medication errors that are available on the IT05 and IT05a reports. If you do not see these TABs when you have entered a medication incident than you need to marry the medication category to the "type of category" (master lists, risk incident screens, categories, edit your medication category, and choose medication errors as the type of category and save).

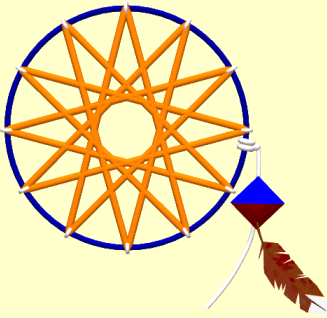
[Med Error Data Entry Fields](#): actual/potential; type of event; medication process; med error severity; total point score; medication; medication class; route of admin; dose; frequency; type of order; cause of event; patient outcome; medical condition; condition before; condition after; event outcome; patient response; treatment; event detected; adverse reaction; equipment problem; discovered by; skill level; length of employment; employment status. PLUS two multi-select fields: interventions taken; contributing factors.



Technical Tips

Putting the License File In Place:
 Every year when your annual license fee is paid, CBR sends you a new file to put in place, which makes the program operational for another year. We always send you the instructions on how to download the NEW file when we send it. This new file comes as an attachment to an email. The email will be from ALESHAC@cbrassoc.com. Please look for her name, and **be sure she is not blocked from your account.** The email contains step by step instructions as to how to save this new file. PLEASE pay close attention to the instructions. Basically, you are overwriting the old file with a new file. However, a number of you have inadvertently overwritten the incorrect file and that can cause serious damage including lost data if you do not have a backup of your data. We have recently revised the instructions so that you are saving the file INTO a folder (i.e. PRIV or QARISK, etc.) without selecting a specific file. When you receive this email we give you details how to determine **where** (what folder) to put the file as well as how to accomplish it. We strongly suggest printing the instructions and then downloading the file following the steps. Please note that this is not a difficult process - we are just reminding you to use caution when putting this file into place. At anytime you may call us for help.

Backing Up Your Database
 CBR programs make this easy by asking you if you want to backup as you leave the program.



We have seen too many instances this year in which a user had no backup or a current database backup. If IT says they are backing up your database - **verify this.**

NETWORK (multi-user) VERSIONS:
 Primary Backup: Make sure the database location listed in Help/About is part of the network tape backup.

Secondary Backup: Make sure you are saving YES to create a backup when leaving the program. If IT's tape drive malfunctions - you would lose data!

Specify this backup database path as follows:
 PRIV: Click File/Options/Misc / Backup Database Path. QA/RISK: Click File/Options/Backup Database path.

The backup path should read C:\CBR or it can be another network server location (G:\privbackup>; H:\riskbkup>; N:\cbr\qabackup>, etc.)

SINGLE-USER VERSIONS:

If your CBR program is only on your PC (help/about database location reads: c:\cbr\priv or c:\cbr\qarisk), **YOU are responsible for the backup of your data!!** Often times IT will say they are backing up your PC but, they may only be backing up 'my documents'. Our programs do NOT appear in the Add/Remove Programs in Control Panel AND our programs do NOT appear in the windows registry associated with the priv.exe or the qarisk.exe. IT may look for programs installed on your PC and not find a single-user version of a CBR program but it is there. We have seen clients data wiped out when IT re-images a user's PC because they didn't know a CBR program was on it.



Announcements

Congratulations to Carol Clark, VP of Quality Services with Medical Center of McKinney on obtaining her CPHQ (Certified Professional of Healthcare Quality)!!

Condolences to Patricia Prevatte with Danville Regional Hospital on the loss of her father in June 09.

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: _____

