

# CBR NETWORK

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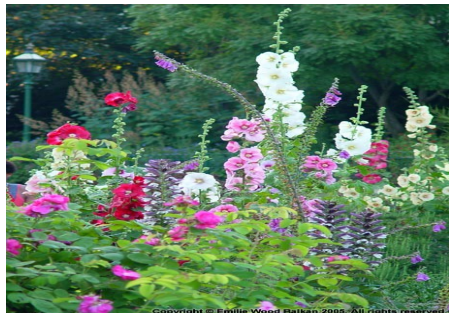
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## Cleo's Corner



### EMAIL Addresses

Please note the email addresses above and note that we no longer use the CBRASSOC@aol.com email address.

### Training in Raleigh/Durham, NC

Please note that CBR does provide a training class in Raleigh/Durham for PRIVplus. The class is always on a Thurs and Friday—9 a.m. to 4 p. on Thurs and 9– Noon on Friday. The cost of this class is \$500.00 for one or two people. If you have never had training, it would be great if you could attend. Please call for the next training dates if you are interested. As they say .."you never know what it is that you don't know." We are also happy to help you via Go To Meeting if you wish to schedule one.

### CBR Referrals—"Thank You"

As many of our "older" clients (and I do not mean old as in age) may know, CBR has been around about 30 years now. We have 750+ clients across the US. Many of you may know our practice to "NOT" participate in trade shows and vending opportunities. We find that we prefer to know our clients one on one and traveling to do trade shows and vending, and on-site demos, just adds to the overall cost of the software. Obviously, those costs would be passed on to our end users. Happily, especially in today's economy, raising our prices for software/annual license fee has not happened—mainly because we do not participate in areas described above. We think that has made it possible for facilities to get software that otherwise would not have been able to. Many of our clients have been obtained because of referrals from our existing clients. We wanted to take this opportunity to Thank You for those referrals. We often get a conversation that starts with... "I was talking to someone who uses you program and loves it.." Nothing we can say is better than that and we wanted to let you all know that we do appreciate it.

**NOTE:** This Newsletter and some past newsletters are on our CBR website— www.CBRAssociates.com.

### Holiday Closing

We will be closed Memorial Day and July 5th. We hope you all have a wonderful Summer!

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### Special points of interest:

- Holiday Closings
- Announcements
- Technical Tips

## PRIVplus



•Within PRIVplus, please click on Help on the Main Menu and then About. If you are not running version 5.2.1 of PRIVplus, you are missing some new features. Please contact us regarding your update.

•Did you know that you can print a master list. If you go to Output, Reports, Master Lists, you will see

several reports. If you click on MSI and then click on Selection, you can then select any Master List you wish to print (all groups, statuses, procedures, etc.).

•Did you know that you can set a default area code for phone numbers? Click on File, Options, Label Names and you will see a place to enter a default area code. Note that you may type over the

default if you need something different. In this same area you may click on the Misc tab and change your print default (and it would be good to change it to Window if it isn't set to that at this time). Note that anytime you print a report to a window—you have the option to print it FROM the window. It may just save some paper. The Misc Tab is also where you set it up so you may email letters to providers.



# QUALCAREplus



## Emailing Reports Directly from QUALCAREplus

In most environments, you can email a report directly from the report area.

1. Click on Output, QA Reports, choose your report and setup your conditions, report title and sorts.
2. Click on the DESTINATION button (under the SORT button)
3. Change Print Location to EMAIL
4. In the lower left hand corner—click on MODIFY
5. A list of your Outlook contacts will appear. Choose the name(s) of the person(s) you want to receive the report and click on OK
6. Click on SAVE at Print Location window. The button changes from Run to Window to Run to Email—click this Run to Email button.
7. You will see a message “MS Office Outlook—A program is trying to access e-mail addresses you have stored in Outlook. Do you want to allow this? “
8. Check Allow access for 1 minute and click on YES (sometimes you can just click YES)
9. The same message may appear again but this time with a progress bar, click on YES.
10. The email will be sent and the report will be in a MSWord format. Send an email to yourself to verify and see what it looks like. If there are issues with the versions of MSWord, you may have to EXPORT the report to a file and send the file (RTF for current MSWord export).

NOTE: Since the data is actually exported in this email process, all graphics will be stripped from it (lines under your column headings, etc.).

## Medical Record Deficiencies

There is a separate function within QUALCAREplus that allows you to attribute Medical Record Deficiencies (MRD) to a physician. If you are inputting denominator data, then you can get Medical Record Deficiency Rates on the Physician Profile (OS13). To add MRDs to the master list click Master Lists, QA Basic Lists, Medical Record Deficiencies. When adding the MRD, you can enter a threshold (benchmark). Click on Dept Denom to marry any departments that can trigger this MRD with the appropriate denominator. The MRDs and rates print as the last section on the Physician Profile.

Medical Record Deficiency	# MRD	%	Not Corr	MRD Rate	Volume	Denominator	T/E	By
							T/E	By
Consult report not dated w/in 24 hrs. of request	2	11.76	2	0.04	5,310	Surgical Procedures	15.00	-14.96
Documentation is not legible	2	11.76	2	0.22	922	Disch and Consults	0.00	0.22
H & P not provided w/in 24 hrs. of admission	6	35.29	4	0.62	961	Discharges	0.00	0.62
No date/time/signature on restraint order	1	5.88	1	0.02	5,310	Surgical Procedures	0.00	0.02
No OP report dictated w/in 24 hrs.	4	23.53	4	0.12	3,371	Surgical Cases	0.00	0.12
No progress note every 3 days	1	5.88	1	0.02	5,310	Surgical Procedures	5.00	-4.98
Test abnormalities NOT noted in PN	1	5.88	1	0.02	5,310	Surgical Procedures	0.00	0.02
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Total For All Medical Record Deficiencies	17	100.00	15					

# RISKplus/RISKweb

## Emailing Directly from RISKplus

See above QUALCAREplus information about emailing directly from the program. Applies directly to RISKplus as well.

## Physician Variances

In order to report Physician Variances you must have attributed the incident to a physician—this means the physician’s name must appear at the People Involved TAB. You can then run the IP17 Physician Profile, or the IP20 Incidents with People Involved or the IP08a Detail of Incidents with People Involved. If the physician was the subject of a variance (needlestick), they will be the SUBJECT but you still need to attribute that needlestick to the physician by using the People Involved TAB and listing the physician there as well. The IP20 Incidents with People Involved requires you to choose whether it runs for Physicians, Employees or Allied (click on Selection for choices). It also has an option to include the note (the note field at the bottom of the Incident Description TAB which holds a 255 character, brief description of the incident).

## Organization of Categories / Subcategories / Incident Screens

Run the MS2a report Category, Subcategory, Screen to see all the subcategories built under the categories and all the incident screens built under the category/subcategory combination. The categories and subcategories can become confusing when new users try to add a new incident screen but don’t understand there is a hierarchy (catg/subc/inc screen). The program will allow you to DELETE any Category or Subcategory and even Incident Screen that has NEVER been used (meaning there is no incident using that category / subcategory or incident screen). The organization of your incident screens can be rearranged using our reassign option so cleaning up your lists is made easy. For help with this, export your MS2a report to a file and send to Kathy (KathyM@cbrassoc.com). She can review your organization of screens, make suggestions and work with you to correct them. A first step would be to DELETE any Category that the system lets you delete. BACKUP your database first, then click on Master Lists, Risk Incident Screens, Categories, click on each category and click on DELETE. If that category has nothing built under it (no subcategories) - the system will let you delete it. Delete it to clean up your list. If the code is in use—you will not be able to remove it from the list UNTIL all the subcategories & incident screens under it are deleted or reassigned/moved to another location. Do the same with your Subcategory list. Try to delete each one that the system will let you delete.

## RISKweb

If you would like your Filed by field to be mandatory, please contact Kathy Mazurek (KathyM@cbrassoc.com) for a revised web page that the staff will see when adding the incident. We also have another revised web page that has the Facility field as mandatory as well as the Filed By field. Let Kathy know if you are interested. She will just email you the new web page with simple instructions for your I.T. person.

## Technical Tips



Do you have new staff in your credentialing department or do you feel you need a refresher on using some of PRIVplus key features? We now have several short training videos on our website for your viewing pleasure so gather your coworkers, microwave some popcorn or grab that box of Milk Duds from your desk drawer and click on the following link

[http://www.cbrassociates.com/Training\\_Videos.htm](http://www.cbrassociates.com/Training_Videos.htm)

We will continue to add additional videos so check back often and if you have any suggestions or comments please contact our writer, director, and producer Brenda Sorrell now.

Have I mentioned how important it is to backup your software? Just in case you missed it in our last newsletter or the one before that I want to mention it again. It's just that important. Having a current backup of your CBR database and critical files will save you a whole lot of aggravation in the event that something unfortunate happens and after all we are dealing with computers. Contact your IT department and make sure they have included your CBR applications in the facilities IT disaster recovery plan. If you are running a single user version from your local PC be sure to set your backup path to a location other than your local disk drive. We will be glad to talk to you about how to keep your data protected so don't hesitate to give us a call if you have any concerns at all.



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## Announcements & Suggestions

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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