

# Virtual Surveying in the Time of Coronavirus

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# Once Upon a Time...



- ▶ Ban on Out-of-State Travel
- ▶ MD State Non-Essential Employees to Telework Beginning 3/13/2020
- ▶ Closing of Hospitals to Visitors
- ▶ Upcoming Re-verification Surveys
- ▶ Upcoming Provisional Follow-up Surveys
- ▶ Out-of-State Surveyors Unable to Travel out of their State for Surveys



# MIEMSS Surveys

- ▶ Base Station (Medical Consultation)
- ▶ Commercial Ambulance Inspections
- ▶ Perinatal
- ▶ Cardiac Intervention Center
- ▶ Stroke (Comprehensive, Primary, & Acute Stroke Ready)
- ▶ Trauma (Pediatric & Adult)
- ▶ Eye Trauma
- ▶ Hand & Upper Extremity Trauma
- ▶ NeuroTrauma
- ▶ Burn (Pediatric & Adult)

# Code of Maryland Regulation (COMAR)

- ▶ Telehealth Definition will be added into the COMAR30.08  
General Provisions-Definitions
- ▶ *“Telehealth” means a mode of delivering health care services through the use of telecommunications technologies by a health care practitioner to a patient at a different physical location than the health care practitioner.*

# Current vs Virtual Process-1

## Current

- ▶ Notification Letter for Survey
- ▶ Out-Of-State Surveyors
- ▶ Agreement for Survey Date
- ▶ Application Sent
  
- ▶ On-Site Survey Agenda
- ▶ Preparation

## Virtual

- ▶ Notification Letter for Survey
- ▶ Out-of-State Surveyors
- ▶ Agreement for Survey Date
- ▶ Application Sent
- ▶ Notice to Trauma Center of change from on-site survey to a virtual survey for agreement to proceed.
- ▶ Virtual Survey Agenda
- ▶ Preparation



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August 7, 2020  
XXX Hospital Trauma Center  
Attn: XXX RN, Trauma Program Manager  
XXX Street, Suite XXX  
XXX, MD

**Re: Trauma Center Site Survey**

Dear XXX,

Thank you for the hard work in preparing for the XXX Hospital Trauma Center Re-designation Site Survey. The goal of this survey is to validate the COMAR30.08.08 Trauma Center Standards. The survey is set for **Tuesday, October 20, 2020, beginning at 9:00 am.**

The site survey will take place virtually instead of in-person as has been done in the past. We will continue to appraise the same information as with an on-site survey. Enclosed is the survey agenda for the day's activities.

XXX Hospital will be responsible for providing a secure web link for the surveyors to participate. Additionally, XXX Hospital will provide the technical support required to complete the virtual inspection of the physical plant, staff interviews, and other areas of the survey. The XXX Hospital IT staff is asked to be available during the survey to assist, should the need arise for technical support.

A document identifying thirty medical records will be requested for closed chart review; the medical records for review will be sent to you following approval of the virtual survey by XXX Hospital. These medical records are to be scanned and placed on password protected CD's or flash drives to facilitate the survey process. We anticipate receipt of these medical records by **Monday, September 21, 2020.** The surveyors will be reviewing the medical records prior to the virtual meeting (ten charts each).

At the beginning of the virtual site survey, you should plan to provide a brief overview of your institution that covers the components and attributes of your Trauma Center. This should be followed by an overview and update to the areas that were identified from the previous site survey as requiring improvement. We will then complete a virtual inspection of the physical plant, interview staff, review records and other materials requested on the agenda. At the conclusion of the survey, the surveyors will provide an exit summation to present preliminary findings and impressions of the center's strengths and opportunities for improvement.

I would like to close by thanking you again for your institution's commitment. If you have questions about the sequence of events or any of the information I've requested, please contact me by phone at (410) 706-3932 or electronically at [cmays@miemss.org](mailto:cmays@miemss.org).

Sincerely,

Carole A. Mays, RN, MS

Director, Trauma & Injury specialty care Program

Enclosed: XXX Hospital Virtual Survey Agenda

Cc: XXX, President & CEO

XXX MD, Trauma Medical Director

Agree on behalf of the JXXX Hospital

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

# DESIGNATED TRAUMA CENTER 2020 RE-VERIFICATION SURVEY AGENDA For

Date	Time	Event	Room	Attendees	Other
Tuesday, October 20, 2020	9:00 am- 9:15 am Eastern Standard Time	Welcome and Introductions  Survey Overview and Agenda Review	Zoom Virtual Meeting- Hospital to set up	XXX Hospital Leadership, Trauma Medical Director, and Trauma Program Manager  Carole Mays and Cyndy Wright-Johnson (MIEMSS) Trauma Center Survey Team	
Tuesday, October 20, 2020	9:15 am-9:45am	Overview of the Trauma Program Orientation to Hospital Trauma Center Program	Zoom Virtual Meeting- Hospital to set up	Trauma Center Survey Team Trauma Center Leadership	Provide the Attendee list. Brief overview of the Pediatric Trauma Center by Trauma Center Leadership (10 minute maximum).
Tuesday, October 20, 2020	9:45am-10:45am	Trauma Center PI	Zoom Virtual Meeting- Hospital to set up	Trauma Center Survey Team  Representatives from all departments involved with the Multidisciplinary PI Committee	Representative may briefly share their interaction. Surveyors may ask questions.
Tuesday, October 20, 2020	10:45am-11:15am	Addressing Questions the Trauma Center Survey Team encountered with the application or medical record review	Zoom Virtual Meeting- Hospital to set up	Trauma Center Survey Team Trauma Center Leadership	
Tuesday, October 20, 2020	11:15am-11:30 am	Break	Off-Line		
Tuesday, October 20, 2020	11:30am-12:30pm	Trauma Center Tour: ED (15 min) Imaging (10 min) Blood Bank (10 min) OR (10 min) ICU (10 min)	Zoom Virtual Tours of the Clinical Units (can do by video)\Hospital to set-up	Trauma Center Survey Team  Key Hospital Staff available at the unit for unit tour and questions	Workstations on Wheels work well to share the screen as the tour is done.
Tuesday, October 20, 2020	12:30pm- 1:00pm	Break for Lunch	Off-Line		
Tuesday, October 20, 2020	1:00pm- 2:00 pm	Trauma Patient Medical Record Review and Associated PI Documents	Zoom Virtual Meeting- Hospital to set up	Pediatric Trauma Center Survey Team Key Hospital Staff for navigation of the Medical Record as needed.	Assistance with Electronic Medical Records to share on screen. Medical Records to be reviewed by each surveyor prior to the survey.
Tuesday, October 20, 2020	2:00pm- 3:00 pm	Closed for Pediatric Trauma Team Preparation for Exit Presentation.	Virtual Meeting MIEMSS to set up Google Meet meeting	Trauma Center Survey Team	Purpose: elicit additional information and clarify information gleaned where needed from exhibits and Medical Records
Tuesday, October 20, 2020	3:00 pm- 3:30 pm	Exit Meeting-Brief Preliminary Findings Summary	Zoom Virtual Meeting- Hospital to set up	Trauma Center Survey Team  Trauma Center Leadership	Hospital Administrators may decide who will attend and to invite them

# Current vs Virtual Process-2

## Current

- ▶ On-site Medical Record Review-  
Medical Record Review Document
- ▶ Night before Survey Team Meeting  
to review application and formulate  
questions

## Virtual

- ▶ Medical records requested to be  
sent by secure/encrypted CD or  
Flash Drive. Specific medical  
records sections are required: EMS,  
ED Arrival/resuscitation, ED  
MD/APP documentation/progress  
notes, Trauma surgeon  
documentation/progress notes,  
OR Progress notes
- ▶ Several Survey Team Virtual  
Meetings re: team, application  
and medical record needs.

# Notification Letter

## RE: Designated Pediatric Trauma Center Re-Verification Survey

- ▶ Thank you for the Application
- ▶ Date of the Virtual Survey.
- ▶ Agenda
- ▶ Patient Medical Record Review:
  - ▶ Trauma Center Survey Team: **Trauma Surgeon, Emergency Department Physician, & Trauma Program Manager**
  - ▶ Trauma Center Survey Team Curriculum Vitae (CV): Opportunity to challenge any TC Survey Team member for conflict of interest concerns. If there is a challenge, please contact me to discuss your concern and to facilitate procurement of another surveyor for your survey. As a reminder, COMAR trauma regulations require that there shall be no contact with the members of your survey team for the purpose of discussing your upcoming site review or your trauma center prior to the Re-Verification visit, other than the scheduled activities at the time of the survey.
- ▶ Direct Costs:
- ▶ Exit Meeting: Present preliminary findings only, and their impressions of the center's strengths, weaknesses and any opportunities for improvement. **There will not be any official statements of the PTC Re-Verification for Designation status at that time.** The final reports of the team's findings will be submitted to an internal review committee within MIEMSS and official notification of designation status will be made by the Executive Director of MIEMSS and submitted in writing to the JHH PTC official contact person no later than 45 business days following the Re-Verification survey.

# Current vs Virtual Process-3

## Current

- ▶ Keeping to the On-site Survey Process
- ▶ Verifying regulations completely with the modifications made
- ▶ Set up On-line Meeting following agenda for survey team
- ▶ Trauma Center walk-through/tour of key areas: ED, ICU, OR, PACU
- ▶ PI Reviews

## Virtual

- ▶ Keeping to the Modified Virtual Survey Process
- ▶ Verifying regulations completely with the modifications made
- ▶ Virtual Tour using Workstation on Wheels (WOW) or pre filmed video of the areas.
- ▶ PI Reviews of every committee case was addressed and documentation of PI review determinations and loop closure
- ▶ Hospital IT Support

# Medical Record & PI Case Review

- ▶ Pre-identification of 30 Medical Records to be reviewed using ACS/MIEMSS Audit Filters
- ▶ Documentation of the Medical Record Review is documented on the MIEMSS Medical Record Review Form
- ▶ Several Ways to do Medical Record Review:
  - ▶ On-Line Meeting Review with Trauma Registrar
  - ▶ Shared Screen to review the patient medical record starting from the EMS documentation through the hospitalization. Subsequent patient PI reviewed.
- ▶ OR
  - ▶ Trauma Center to send the requested Medical Records & subsequent PI via password encrypted CD's of Flash-drive
  - ▶ Survey Review of Medical Records by password encrypted CD's of Flash-drive using MIEMSS Medical Record Review Form
- ▶ PI Case Review and Determinations
  - ▶ Loop Closure
  - ▶ Data Trending



# Summary, Reports, Letters



- ▶ Survey Report to Include:
  - ▶ Regulation Compliance
  - ▶ Strengths
  - ▶ Opportunities for Improvement (OFI)
- ▶ Designation Determination Letter
- ▶ Hospital Acceptance of Designation

# Other States Using Virtual Surveys-1

- ▶ **Minnesota:** Suspended On-site visits because the health commissioner extended designations for an additional year. Several full and focused remote visits have been very successful. A template is emailed to the reviewers to prepare them for the remote visit. The Virtual Survey Guidelines for both reviewers & hospitals are the general instruction. WebEx is used. Since there is no physical verification of the existence of the required equipment, the hospital attests to its presence with the Equipment Verification Form. A sample agenda for the remote visit is provided.

# Other States Using Virtual Surveys-2

- ▶ **New Mexico: Level IV Trauma Centers only**
- ▶ Review application (formulate questions for video call). Have facility copy & send 10 charts, pulled from the trauma registry. The Facility sends the PI plan, minutes from meetings & PI review, Activation Criteria, Trauma workflow, pertinent policies, etc. (requested by State and/or reviewer). Reviewer & State have questions ready for video call. This could all be done prior to the day of the virtual survey. Video call would follow much the same as an in person review. Questions will be asked & then the reviewers can be taken on a virtual tour of the facility focusing on areas of trauma care; The ED, trauma bays, crash carts, decon area, etc. A call back in the afternoon with findings (much which we gleaned from the materials received earlier). Currently, they are not planning to do with Level III's virtually; those survey's require a surgeon & often have surgeon to surgeon discussions, not meant for the whole survey team. The Level III's were given a 1 year extension.

# Other States Using Virtual Surveys-3

- ▶ **South Dakota:** Treat as an on-site survey with same agenda for rural trauma centers. The biggest obstacle is the case review. They use a shared folder for nurse reviewer to review cases prior to the survey
- ▶ **Virginia:** Recent Virtual Survey in September



# Future Verification Survey Thoughts

- ▶ First verification surveys on-site for full review
- ▶ Hybrid surveys (Virtual and In-person)
- ▶ Mature centers may require less repetitiveness

The End...

