Virtual Surveying in the Time of Coronavirus

CAROLE MAYS, RN, MS
MIEMSS, DIRECTOR TRAUMA & INJURY SPECIALTY CARE PROGRAM
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)
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
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.

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**

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

**Other:**
- Zoom Virtual Meetings
- MIEMSS to set up Virtual Meetings for Google Meet meetings
- Workstations on Wheels work well to share the screen as the tour is done.
- Assistance with Electronic Medical Records to share on screen. Medical Records to be reviewed by each surveyor prior to the survey.
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 J HH 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/MIERSS Audit Filters
- Documentation of the Medical Record Review is documented on the MIERSS 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 MIERSS 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
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.
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…