

Process Improvement
2008

Presented by Gary M. Levin, BA, CTR
July 23rd, 2009

Process Improvement 2008

- 42 Items were gathered
 - 27 from FCDS IDEA Improvements
 - 15 from Education and Training
- Three Meetings to review Improvements
- 19 Items were selected to work on
 - 11 from FCDS IDEA Improvements
 - 8 from Education and Training
- 23 Items Tabled
 - Already Exists at FCDS or Nationally
 - Budgetary /Staff Resource Constraints
 - State Legislature Restrictions

FCDS IDEA Improvements
Completed

- Improve Time Out Warning
- Make Enter and Tab work the same
- Improve AHCA Follow Back Screen
 - Highlight all rows associated with case
 - Allow Entry of Name, even if Non-Reportable
 - Allow for Printing of Name

FCDS IDEA Improvements In Process

- Florida State Specific NAACCR Metafile
 - Working with Susan Capron to develop
 - Cross Reference between FCDS and NAACCR Edits
 - Currently Susan Capron is reviewing FCDS and NAACCR
- IDEA Abstract Entry allow Save Between Tabs
- Add Long Edit Messages to allow for detail explanation
- Review Backspace Button Intermittent Issue

FCDS IDEA Improvements Pending

- Create Edit Message FAQ /Links From Web Edit Journal
- Electronic Handling of Force Documentation
- Add Links to IDEA Menu to Training Modules

Education and Training Completed

- Head and Neck Training – Tomorrow
- Mentoring Program
 - Discussed on FCRA/FCDS Task Force
 - Available through FCRA and NCRA
- Speed Up On-Line Data Acquisition Manual Access
- Balanced Agenda - Improved

**Education and Training
In Process**

- DAM for Dummies
 - Developing On-Line Beginners Incidence Training
 - Includes Test Cases and Questions
 - Certificate Produced When Passed
 - Will be available 24X7

**Education and Training
Pending**

- Upload Edit Failures to be used for Training
- FCDS On-Demand Webinars for Advanced Topics
- Ethnicity Coding Webinar
- More Training on Day 1

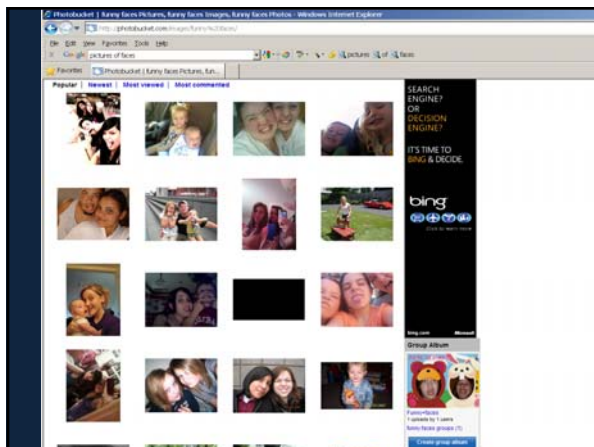
**Process Improvement
2009**

Handling of Protected Health Information

Presented by
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July 23rd, 2009

Protected Health Information

Protected health information (PHI) under HIPAA includes any *individually identifiable* health information. *Identifiable* refers not only to data that is explicitly linked to a particular individual (that's *identified* information). It also includes health information with data items which reasonably could be expected to allow individual identification



People

- The faces behind the paper
- We have the responsibility to protect all of them
 - Treating the papers with the same respect and care you would treat them if they were standing in front of you, ill from this horrible disease

Treating Paper like \$\$\$\$

- Would you go to lunch or home for the day with hundreds of \$20 bills on your desk?
 - You would lock the \$\$ safely away
 - Close and lock your door



Treating Paper like Secrets

- If you were a CIA operative, would you leave the names and addresses of your super secret contacts on your desk, on your dining room table or on the back seat of your car
 - I hope not otherwise we are in bigger trouble than we know



Stealing

- The fact someone has a disease
 - The personal information that may get them fired, not obtain insurance, a mortgage, etc.
- Personal identifiers
 - Identity theft
 - Desperate times make desperate people do desperate things



Minor Actions Make Major Differences

- Lock PHI in file cabinets, briefcases when not in use
- When you leave your desk, lock your computer screen
 - Ctrl + Alt + Delete
- Treat the medical record in front of you the same as you would if it contained your name, SS#, date of birth and current address

- Don't EMAIL patient identifiers
- Don't leave files with patient identifiers on your computer if you don't have to.
- Secure all back up media (encrypted is the best)

- Laptop considerations
 - Encrypt your laptop
 - If stolen, the information cannot be retrieved
- Make certain to update your computer as updates arise
 - Many of these patches are security patches

Supervisors

- Physical location
 - Designate your area as a 'restricted access zone'
 - Access by card entry only
- Look around your office throughout the day and when everyone is gone....
 - Is all the PHI secure
 - Leave sticky note citations.....

Think About it

Just think how would you feel the rest of your life if it were your actions that allowed someone to steal someone's identity or the fact they had cancer

Process Improvement 2009

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July 23rd, 2009

**Process Improvement
2009**

2010 Changes

- Benefits?
- Issues?
 - Ability to Locate Information?
 - Impact on Staff?
 - Education?
- Plans for accomplishing new requirements?
- How can FCDS assist in the change?

**Process Improvement
2009**

Passive Follow Up Reporting to FCDS

- Concerns?
- Technical Issues?
- Feedback from FCDS?
 - Assist in Follow Up
 - Subsequent Treatment Information
 - Improved Survival Analysis

**Process Improvement
2009**

How can FCDS Improve Physician Reporting?

- How to get compliance?
- Thoughts on the use of Claims Data
- Feedback from FCDS
 - Reduce Follow Up Requests?
 - Provide Statistics?

Process Improvement
2009

Thank You
