

HOSPICE QUALITY ASSURANCE (QA) OVERVIEW MANUAL

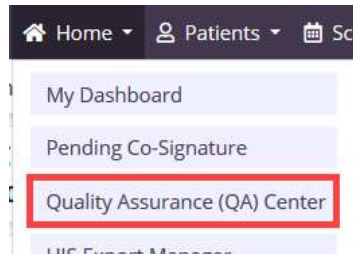
November 2020

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QUALITY ASSURANCE (QA) CENTER OVERVIEW

Home/Quality Assurance (QA) Center



The QA Center is where the QA staff processes clinical documentation. QA staff can view, approve and return documents from within the QA Center. Clinical documentation that passes through the QA Center includes, but is not limited to: clinical notes, Plans of Care, Physician Orders, HIS documents, as well as Infection Surveillance and Incident/Accident Reports. When entering the QA Center, the default view shows active patient tasks that are ready for processing with an event date within the last month. To better narrow, the QA staff can also adjust the patient status, date range or grouping to view tasks by patient, date, task or clinician. The information can be exported to Microsoft Excel for further analysis.

Tasks Infection Reports


Search by Patient Name or MRN: All Patient Status: All Locations: 09/22/2020 - 10/22/2020 Pending: Tasks: All [Export](#)

Group By: Patient Event Date Task Name Assigned To [Advanced Selected](#) [Return Selected](#)

Patient	Event Date	Task	Assigned To	Actions
Patient: Accord, Chunkmunk				
<input type="checkbox"/> Accord, Chunkmunk (MRN: Accord0150) United States	10/16/2020	Hospice Aide Visit Submitted With Signature	Christopher CJ	Approve Return
<input type="checkbox"/> Accord, Chunkmunk (MRN: Accord0150) United States	10/13/2020	Hospice Aide Visit Submitted With Signature Missed Visit	Christopher CJ	Approve Return
Patient: Agarwal, Tarun				
<input type="checkbox"/> Agarwal, Tarun (MRN: TA10162020) United States	10/16/2020	IRN Initial/Comprehensive Assessment Submitted With Signature	Sankalp Gupta	Approve Return
Patient: AJASA, BABAWALE				
<input type="checkbox"/> AJASA, BABAWALE (MRN: 12584) United States	09/30/2020	Skilled Nurse Visit Submitted With Signature	Joan Zachariah	Approve Return
Patient: Esclamado, Inquiry				

QA Tasks by Status

Returned: 3



Pending: 24

Tasks by Discipline

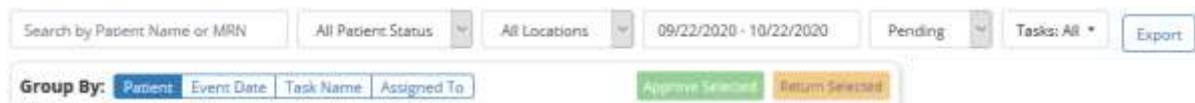
- 17 Skilled Nursing
- 4 Order
- 2 Hospice Aide
- 1 Art Therapy

QA CENTER NAVIGATION

When a clinician completes documentation, the tasks will appear in the QA Center to be reviewed by the Clinical Manager, Director of Nursing or designated supervisor.

NOTE: Organizations may elect to bypass this process for specific clinicians by selecting 'Bypass QA Center' in user permission, and if they Selected any Task to Bypass QA in the Manage Company Information those Tasks will not appear in QA.

By default, the QA Center will display all pending tasks ready for review. Filter options at the top allow for the QA nurse to filter by Patient, Status, Branch, Date, Task Status, and Task. Each column is also able to be arranged in ascending or descending order.



The screenshot shows a search interface with the following elements:

- Search by Patient Name or MRN**: A text input field.
- All Patient Status**: A dropdown menu.
- All Locations**: A dropdown menu.
- 09/22/2020 - 10/22/2020**: A date range selector.
- Pending**: A dropdown menu.
- Tasks: All**: A dropdown menu.
- Export**: A button.
- Group By:** A section with four tabs: **Patient**, **Event Date**, **Task Name**, and **Assigned To**.
- Approve Selected**: A green button.
- Return Selected**: An orange button.

- Search - Enables users to search for a specific Patient Name or MRN.
- Status – Filter by Active, Discharge, Pending, Non-Admit or Deceased.
- Locations - Filters by location/branch (if more than one).
- Date Range - Filters for specific task event dates, either write in or select the calendar.
- Task Status - Filters by Pending or Returned Task status.
- Tasks – Search through the list of tasks or scroll down to select checkboxes for corresponding task(s).
- Group By - Sorts the QA Task list by Patient, Event Date, Task Name or Assigned To.
- Export - Enables the user to export the displayed list to an Excel document.

The dashboard to the right will display a pie graph of Pending and Returned items broken out by Task by Discipline numbers. The dashboard also allows the user to move directly to the selected Task Status by selecting the Chart. When the user selects the orange “Returned” section of the pie chart, the screen will show only the list of returned documents.



INFECTION REPORTS

The **Infection Reports** tab houses all infection reports that have been completed for the organization. View all the reports pending or returned from QA. The filters and search options are the same as the **Tasks** tab. Select the title of an infection report to open and review it. In the Actions column, select **Approve** to approve the infection report or **Return** to return the document for review and correction.

Tasks: **Infection Reports**

Search by Patient Name

All Patient Status

All Locations

04/22/2020 - 05/22/2020

Pending

Group By:

Patients

Event Date

Assigned To

Approve Selected

Return Selected

<input type="checkbox"/>	Patient	Event Date	Task	Assigned To	Actions
Patient: aaksajskas, kusan					
<input type="checkbox"/>	aaksajskas, kusan (MRN: 2333233) United States	05/13/2020	Infection Report (Submitted With Signature)	Charishma Demuluri	Approve Return
<input type="checkbox"/>	aaksajskas, kusan (MRN: 2333233) United States	05/07/2020	Infection Report (Submitted With Signature)	Joan Zachariah	Approve Return
<input type="checkbox"/>	aaksajskas, kusan (MRN: 2333233) United States	05/07/2020	Infection Report (Submitted With Signature)	Joan Zachariah	Approve Return

When viewing a returned infection report, select **Message User** under Actions to send a message to the assigned user identifying the necessary corrections. The message will go directly to the user through the secure Message Center in Axxess Hospice.

Tasks Infection Reports

Search by Patient Name

All Patient Status

All Locations

04/21/2020 - 05/21/2020

Returned

Group By: Patients Event Date Assigned To

Patient	Event Date	Task	Assigned To	Actions
Patient: Aaksajskas, Kusan				
Aaksajskas, Kusan (MRN: 2333233) United States	05/11/2020	Infection Report Return For Review	Juan Zachariah	Message User

1

1 total results

Show10entries

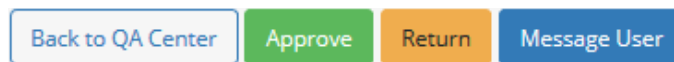
QUALITY ASSURANCE PROCESS

To complete QA review, select the appropriate patient and task.


NOTE: By selecting the Patient Name, the system will automatically open the patient chart screen.

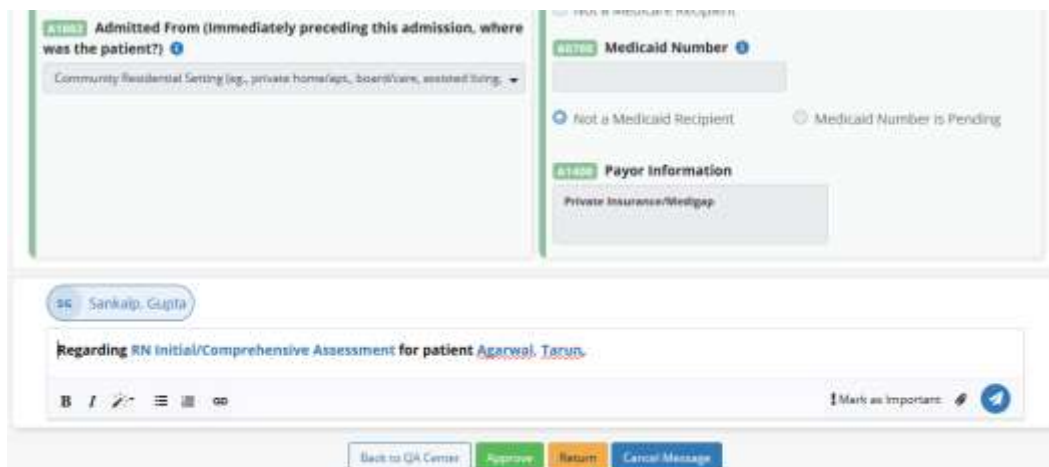


By selecting the Task name, a preview version will load where users can Approve or Return a task at the bottom of the page.



- Back to QA Center – Returns the user to QA Center.
- Approve - Processes the documentation to a Completed status.
- Return - To return documentation back to the clinician for requested updates. If returning documentation, the Clinical Manager/Supervisor/DON should provide clarification as to why the document is being returned using the Messaging Center. The clinician will then be notified through the Messaging Center.
- Message User – Send a message to the assigned user of the task.

When the **Message User** button is selected, a message box will generate under the document. Compose the message and select the  icon to send the message. Select **Return** to send the document back to the clinician for review.



To approve or return multiple Tasks, the QA nurse may also multi-select using the checkboxes on the left side of the screen. Once selected, the option to approve or return are available, along with the number of tasks selected.

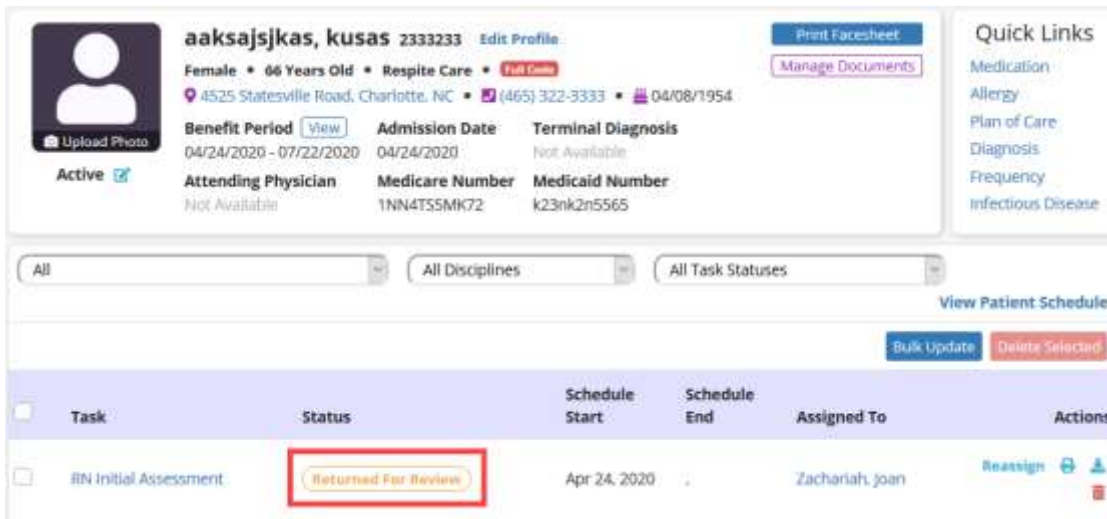


The screenshot shows a task management interface. At the top, there are filters for 'Group By' (Patient, Event Date, Task Name, Assigned To). Below this is a table of tasks. On the left side of the table, there are checkboxes for selecting tasks. On the right side, there are buttons for 'Approve Selected' and 'Return Selected'. The number of selected tasks is indicated by a small number next to these buttons. In the screenshot, three tasks are selected, and the 'Approve Selected' button shows '3' and the 'Return Selected' button shows '3'.

Patient	Event Date	Task	Assigned To	Actions
Patient: Accord, Chunkmunk				
<input checked="" type="checkbox"/> Accord, Chunkmunk (MRN: Accord0150) United States	10/16/2020	Hospice Aide Visit Submitted With Signature	Christopher CJ	Approve Return
<input checked="" type="checkbox"/> Accord, Chunkmunk (MRN: Accord0150) United States	10/13/2020	Hospice Aide Visit Submitted With Signature Missed Visit	Christopher CJ	Approve Return
Patient: Agarwal, Tarun				
<input checked="" type="checkbox"/> Agarwal, Tarun (MRN: TA10162020) United States	10/16/2020	RN Initial/Comprehensive Assessment Submitted With Signature	Sankalp Gupta	Approve Return

UPDATING RETURNED TASKS

If a document is returned, the clinician will be able to update and resubmit directly from the patient chart screen or schedule center. Tasks listed as "Returned For Review" in orange are ready for the clinician to make edits.



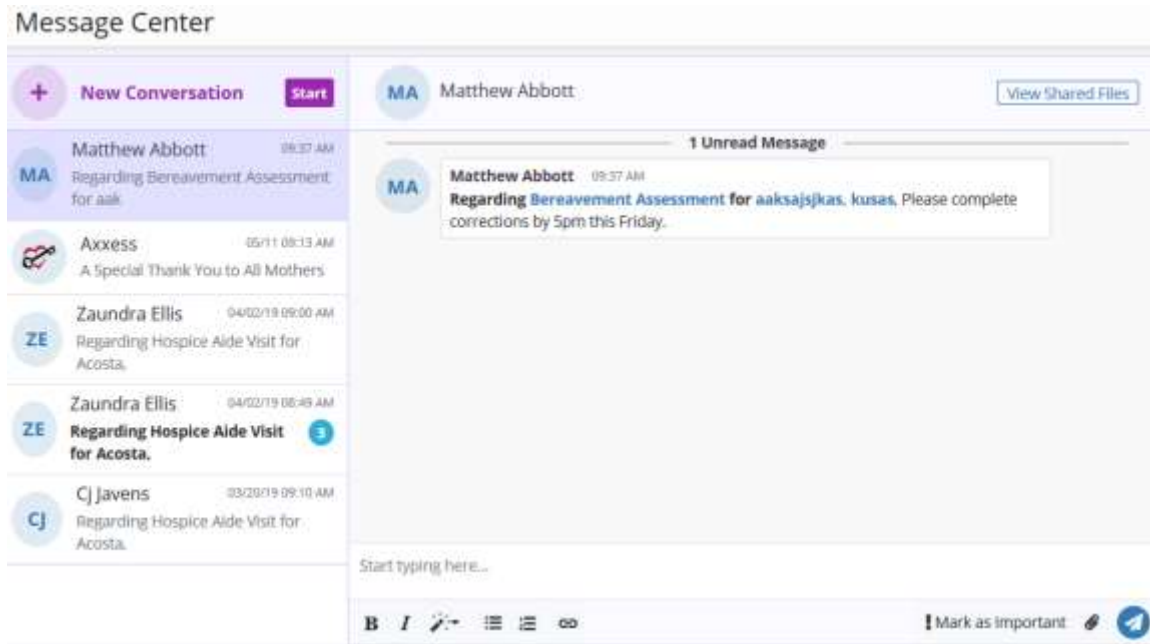
The screenshot shows a patient chart screen for 'aaksajsjkas, kusas'. It includes patient information, vital signs, and a list of tasks. One task, 'RN Initial Assessment', is highlighted with a red box and has a status of 'Returned For Review'.

Quick Links: Medication, Allergy, Plan of Care, Diagnosis, Frequency, Infectious Disease

Task List:

Task	Status	Schedule Start	Schedule End	Assigned To	Actions
RN Initial Assessment	Returned For Review	Apr 24, 2020		Zachariah, joan	Reassign

Selecting the task will reopen the document for editing by the clinician. The clinician can view the comments regarding the document in the Message Center and reply/respond back about the editing request.



There is a direct hyperlink to the returned visit or patient chart to make edits and/or review.

When a task has been approved in the QA Center, it will have the status of **Completed**. Tasks that are pending approval in QA Center will have the label **Submitted With Signature**. Once the clinician completes their review/updates, the task will repopulate back in the QA Center for QA Review.

HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos on all our Axxess products. Our Help Center can be accessed by selecting *Help/Help Center* or <https://www.axxess.com/help/>

