Site-Specific Processes

MARCQI
Michigan Arthroplasty Registry Collaborative Quality Initiative

People involved in Quality Improvement

Clinical Champion	
Joint Education class instructor	
Nurse Navigator	

Getting patient information from my site into the Ortech database

Type of Data:	**Patient Registration**	**Case Info**	**OR log**	**Hospitalization Form**	**Devices**
Manual Entry if not the CDA, indicate name of person			N/A		
FBA Upload					
sFTP (secure File Transfer Process)					
How often does the data get entered / uploaded to Ortech - as surgery is scheduled? Weekly? Monthly? Note for each type					

If by FBA - how is the data collated? IT pull data from EMR - send to CDA or auto-upload? CDA creates logs manually?	
IT Contact: name / e-mail / phone	
If using sFTP - which person (usually a CDA) can see these uploads in their FBA folder?	

PROS collection

Pre-op Collection: Who / Method	
Post-op 2-week to 3-month: Who / Method	
Post-op 1-year: Who / Method	
If paper, who collects - from where / how often? Does CDA go to clinic? Who enters info into the database?	
If using a kisok / iPad, whose e-mail is linked to each module? If it needs a password reset, what are the steps taken?	
Are any PROS-specific queries or widgets used regularly? If yes, which & how used?	
If patient misses a PROM, who does the follow-up (call or e-mail) - CDA? Nurse Navigator? Quality lead? Other?	

Site-based QI Meetings: 1st / 2nd / 3rd

	Who schedules the QI meetings? Is the MARCQI info part of larger meeting?
	Who is invited? How invited - direct e-mail, surgeon admin, notice in staff room?
	Who creates the agenda? Who presents the MARCQI info?
	Who submits Site-based meeting info into the database (CDA or Quality Lead?)

Site-based QI Projects

	When looking at the Visual Scorecards to determine next topic to work on, who is involved in this process?
	Go and see - Who does the Gemba walk? Which departments are observed?
	How is the QI team kept informed of progress or steps needed for change?
	Does anyone assist with the A3?
	Who submits the QI project info into the database (CDA or Quality Lead?)
	How is the project sustained after final submission? Meetings, reviews, who?

Surgeon-specfic assistance

	Surgeon Reports - which need help with downloading and peer-to-peer?
	Downloading the Device Quarterly Report to share with CC re: Device letter - when?
	What VBR-related questions do my surgeons typically ask?
	Surgeon registration for Collaborative-wide meetings - themselves? Admin / CDA help?

Abstraction

	Does my site live "close to the edge" of cases locking? If yes, ideas to improve the process to allow for more time?
	How to decide what order to abstract cases - Open Case Status query in database: real-time or exported? Surgery schedule in EMR? If multiple CDA's, how are cases divided up / assigned?
	Tips on where find data elements in my EMR - confer with other CDA's using that system
	Who to contact and how to reach them if any have questions from the Op Note:
	How to confirm if patients attended an in-person joint education class?

Case Inclusion Reviews

Who to contact re: pull billing report? Name & e-mail info:	
How long does it usually take for the requested information to be returned?	

Quality Assurance Reviews

Does my site do in-person Quality Assurance Reviews (i.e. for paper charts?)	
If virtual QA Review, what meeting platform is used to send invite to the coordinator: Zoom, Microsoft Teams, Google Meet?	
If my site uses vendor CDA's, do we invite them to QA Review? If yes, list names:	
In the past, have the site's QA Reviews been one full-day or 2 half-day reviews?	

Outside Vendors

Does my site use Q-centrix or Code for abstraction - if yes, contact info:	
How do the vendors get access to my EMR / clinic notes?	
Do the vendors work off the Open Case Status query or something else?	
Process for site's CDA to abstract the minimum of one case/month - does the vendor assign? Random selection by CDA?	

Quarterly Reports & Queries

Are there any regular Quarterly Reports downloaded/shared with leadership - if yes, which and how shared?	
Are there any particular queries to share with my leadership? If yes, which?	
Note - If using self-created queries from Query Builder, consider using "give a copy" to my coordinator. List those queries here:	

Work Groups / Committees

Involved in a work group? If yes, which? How often does it meet? What responsibilities?	
Is my Clinical Champion part of a work group? How often does it meet? What responsibilities?	

MHA Submission

Are submissions done by me/CDA or someone else? Run any special queries? Assistance from billing department?	
Who is our contact at MHA?	

What other activities are performed related to MARCQI?