

Development of a Pediatric Facility Recognition Virtual Survey Process in Illinois

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BACKGROUND

- Illinois Facility Recognition Program began in 1998
- 185 hospitals with ED's in Illinois - 108 are designated as:
 - 10 Pediatric Critical Care Centers (PCCC)
 - 84 Emergency Department Approved for Pediatrics (EDAP)
 - 14 Standby Emergency Department Approved for Pediatrics (SEDP)
- State comprised of 11 EMS Regions
 - Annually 2-3 regions surveyed. Hospitals undergo renewal surveys every 4 years
 - Spring 2020 surveys delayed until late summer; Decision to conduct virtually due to COVID-19.
 - Virtual surveys continued through 2020 and to-date in 2021

RESULTS

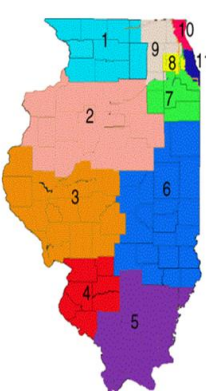
- To date, 47 virtual surveys conducted
 - An additional 5 post-survey follow-up re-visits conducted
- Virtual surveys consisted of an Opening Session (hospital presentation, including an overview of their Strengths, Weaknesses, Opportunities, Threats - SWOT), Four Document Review sessions (conducted simultaneously) and a Closing Session. Surveyor Team Huddle held prior to the Closing Session to debrief and prepare observations and closing remarks
- Hospital provided pre-recorded video tour of ED, equipment/supplies, applicable inpatient areas
- Document review sessions were locked to safeguard EMR and other confidential documents/discussion
- One state surveyor facilitated/monitored survey, addressed issues
- Closing session recorded to capture surveyor recommendations

CONCLUSIONS

- In-person surveys are the ideal, however the virtual process went well and has applicability for future hospital follow-up
- Virtual surveys provided an avenue to stay on track with the renewal process and to assess compliance in a pandemic
- Labor-intensive process
 - Much pre-survey preparation was needed
 - Education/training of hospitals and survey team members is essential
 - Document review during virtual surveys dependent upon hospital personnel sharing each document which is limiting at times, versus self-navigation during in-person surveys
- Surveyor unfamiliarity with specific type of Electronic Medical Record may lengthen the medical record review time
- Process refined over time based on surveyor observations and hospital feedback

METHODS

- Defined secure webinar platform (Cisco WebEx - state license)
- Developed a *Virtual Survey Process* guidance document
 - Includes various checklists to guide the process
- Conducted educational sessions - hospital personnel and surveyors
 - Reviewed survey agenda
 - Discussed survey prerequisites (i.e. multiple computer devices needed)
 - Defined documents for pre-survey submission and documents for review at time of survey
- Webinar platform tests with hospital personnel/hospital IT
 - Requested presence of hospital IT throughout survey process to troubleshoot issues
- Pre-survey documents - hospitals were requested to submit specific documents for surveyor review prior to the survey; physician surveyors pre-selected 16 medical records from an ED patient list each hospital generated - these medical records then needed to be available for review during the survey



Attachment C:
Required
Documents to be
Submitted **PRIOR**
to Survey

NOTE: Do NOT submit any documents or records containing patient name(s) or other protected health or personal information.

Documentation	Checklist
All items/documents/clarification requested in your EDAP/SEDP Application Review Summary—as noted by an "X" with accompanying explanation/request ("GAP" documentation/binder)	
A list of all emergency department pediatric patient visits (age 0-15 years) for the timeframe 11/1/2019–2/29/2020 that were seen in the emergency department for the conditions listed below. This list should include DATE OF VISIT, AGE, DIAGNOSIS, and DISPOSITION. DO NOT INCLUDE PATIENT NAME, MEDICAL RECORD NUMBER, OR ANY OTHER PATIENT IDENTIFIER INFORMATION. Your hospital will then be requested to pull several medical records that the survey team will review during the survey. Also submit any treatment guidelines for the below conditions:	<ul style="list-style-type: none"> o Asthma o Bronchiolitis o Diabetes/DKA o Fever < 2 years old o Head injury o Seizure
Electronic copy of opening session presentation and SWOT analysis	
Pediatric crash cart inventory list	
Electronic medication dispensing inventory list (i.e. Pyxis, Omnicell, etc.)	
Electronic supply dispensing inventory list (i.e. Pyxis, Omnicell, etc.)	
Pediatric QI monitor tools for each of the required EDAP/SEDP monitors (pediatric deaths, interfacility transfers, suspected child abuse and neglect cases, and critically ill/injured children in need of stabilization)	
Examples of sharing of pediatric QI findings, i.e. dashboard/bulletin board/newsletter (i.e. aggregate data that is shared with staff; should not include patient identifiers)	
Pediatric Mock Code Process/Schedule/Evaluations	

CONTACT INFORMATION

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