

IN CASE YOU MISSED IT

SCQR NEWSLETTER | APRIL 2023 | ISSUE FIVE



APRIL MEETING –

Review the slides from the meeting (coming soon) and claim your CME [here](#). Yes, nurses can claim the CME from meetings too!

UPCOMING EVENTS

June 16 SCQR Training Day
[Soaring Eagle Casino & Resort](#) | Mt. Pleasant
Be sure to register for a hotel room before 5/25 if you need one. More details are in the [email](#) sent on 4/6.

DEFINITIONS FAQs

Follow Up FAQs

True or False?

1. If the patient responds to a letter, email, or phone call on or after POD 30, it is considered 30-day clinical follow-up.
2. Patient was discharged same day as surgery, never to be seen or heard from again. The # of days followed clinically is 0.
3. Patient was seen in PCP office on POD 65. The office notes states, "healing well after gallbladder surgery, had no issues." This is considered 30-day clinical follow-up.

Answers are on the next page, bottom right corner

Follow Up Tips

Many sites did not achieve the required 80% quarterly follow-up rate last year. For a reminder of the follow-up requirements and variable options to select in the tab, see the definitions on pp. 233-234 of the 2023 Program Manual.

For a reminder of what Yes or No means in the Follow Up Status column in the Case List, please see p. 268 of the Program Manual.

Tips from SCQRs to increase the rate include:

- Make the first call on POD 30
- Call more than 3 times, and/or during lunch or 5-7pm
- Let patients know ahead of time to expect a call, letter, or email and why (PRO brochure [here](#), can include in preop or d/c packet)
- Manually resend PRO emails

MSQC UPDATES

Do you remember seeing something but don't remember where you saw it? Are you ever wondering if you missed seeing an email from MSQC? . . .

Introducing the **[new MSQC Quick Links webpage!](#)**

This webpage compiles the most frequently used links like adding a surgeon form, links to meetings/conference call webpages, submitting an unlock case form, and even a link to a list of emails that the MSQC Coordinating Center has sent out.

Workstation Case List

You will soon see a Follow Up Status filter enhancement in the Case List, effective 4/28 after 5pm. Please see the SCQR Forum email sent on 4/26, and the guide and video in the Workstation Resources (coming soon).

Simply, if Yes*, No*, or Missing is in the Follow Up Status column in Case List, this means that the abstractor still needs to complete a task for the case related to follow-up and/or case completion.



SCQR Spotlight

- Thanks to *Paula Dore* at Chelsea Hospital and *Mary Hawk* and *Lori Smith* at Trinity Health Ann Arbor for hosting MSQC's first two site visits. The visits were a SUCCESS, and we enjoyed hearing about your best practices.
- We have 3 more site visits scheduled so far this year, and there is still room for more! Please contact us if you are interested. This is a great way to get your surgeons and other team members engaged, and to discuss ways to improve your workflow!

Breast Cases FAQs

REPEAT: As more breast case abstraction is being done, we have compiled an [FAQ document](#). This will be updated as we get questions, so check back frequently. You will find a lot of answers here that are not in the definitions, so please check here before sending your questions in.

MSQC QUICK LINKS

01

[Unlock case request](#)

02

[Update contact/hospital information](#)

03

[Add Surgeon to Workstation](#)

04

[Register for SCQR Training-Report Vacancy](#)

05

[MSQC Toolkits](#)

06

[MSQC Changelog](#)

Quality Improvement Corner

2023 QI Webpage updates

Updates to the QI webpage since the last Newsletter include:

- Tableau CWM Report guide (along with the new CWM Tableau report in Workstation – if you don't have access to it let us know!)
- SUCCESS data pull guide update, and MAP poster updated on the SUCCESS webpage
- Preop Screening resources including Preop Testing Decision Aid, Waive the Workup website link and flyer, 3/15 Workgroup slides and recording

Dropbox

- Almost all hospitals have secured access to their hospital Dropbox QI folder. Check yours for your new QI project report! More instructions [here](#).

1. True, because clinical questions are included in the PRO questions about postop visits, readmissions, complications, how many pills taken etc. This is noted on p. 233 of 2023 Program Manual, in the question "Was 30 day clinical follow up obtained?"
2. True, if there was no other visit/readmission between 30-120 days after surgery, and patient didn't respond to attempts for follow up.
3. True. If patient was seen on or after POD 30, you can use that for a Yes if the documentation references that the patient had surgery and how patient did after surgery.