

# VIRTUAL VISIT AGENDA

The site visit process will last approximately 12 hours over the 2-day period. Do not create your own agenda. We ask that you follow the agenda provided below. **All times are estimated and based on the trauma center's local time.**

Day 1			
Times	Agenda	Requirements	Attendees
8:00 am - 8:30 am	<b>Introductions</b>	<ul style="list-style-type: none"> <li>Introduce essential personnel.</li> <li>Review logistics for virtual review process.</li> <li>Provide brief presentation on the structure of the trauma program, e.g. electronic medical record (EMR) and PI Plan/process.</li> </ul>	<ul style="list-style-type: none"> <li>Trauma medical director (TMD)</li> <li>Trauma program manager (TPM)</li> <li>Trauma registrar</li> <li>Performance improvement (PI) coordinator (if applicable)</li> <li>Hospital administrator (CEO or equivalent)</li> <li>Navigators</li> <li>Onsite logistics coordinator</li> <li>State/EMS designating representative (if applicable)</li> </ul>
8:30 am - 12:30 pm	<b>Medical Record Review</b>  <i>(Reviewers may break as needed during this period)</i>	<ul style="list-style-type: none"> <li>Provide separate videoconferencing calls or breakout rooms for each reviewer to conduct medical record review separately.</li> <li>Assign navigators that are familiar with the trauma patients, EMR, and supporting PI documentation for each reviewer to assist with chart review and all sessions.</li> <li>Provide patient medical record information in the Pre-selected Chart Review template (for reviewer to select patient charts refer to Appendix 2 and 3).</li> <li>Ensure medical records are based on the reporting period consistent with pre-review questionnaire (PRQ).</li> <li>Provide a chart summary or report for each medical record selected (refer to Appendix 2).</li> <li>Provide access to the following:               <ul style="list-style-type: none"> <li>Radiology images</li> <li>EMR</li> <li>PI documentation and supporting standards documentation</li> </ul> </li> <li>Conduct the Alternate Pathway Candidate Review (if applicable).               <ul style="list-style-type: none"> <li>30-minute meeting with the Alternate Pathway Candidate</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>TMD</li> <li>TPM</li> <li>Trauma registrar</li> <li>PI coordinator (if applicable)</li> <li>Alternate Pathway Candidate (if applicable)</li> <li>Navigators</li> <li>Onsite logistics coordinator</li> <li>State/EMS designating representative (if applicable)</li> </ul>

<b>Lunch Break (12:30 pm -1:30 pm)</b> <i>(Review Team to touch base on medical record findings and discuss Alternate Pathway outcome, if applicable)</i>			
1:30 pm - 2:00 pm	<b>TQIP Report Review</b>	<ul style="list-style-type: none"> <li>Discuss specific efforts to address any issues arising from outcomes in one of the last two most recent TQIP reports (e.g. data drill downs, PI projects).</li> </ul>	<ul style="list-style-type: none"> <li>TMD</li> <li>TPM</li> <li>Trauma registrar</li> <li>PI coordinator (if applicable)</li> <li>Navigators</li> <li>Onsite logistics coordinator</li> <li>State/EMS designating representative (if applicable)</li> </ul>
2:00 pm - 3:00 pm	<b>Review of Program Documents</b>	<ul style="list-style-type: none"> <li>Review and discuss the program assessment documentation outlined in Appendix 1.</li> <li>Ensure supporting documentation is based on the level specific to the program, for example:               <ul style="list-style-type: none"> <li>Call schedules, e.g. trauma, orthopaedic, neurosurgery, emergency medicine, etc.</li> <li>Research (for Level I trauma centers)</li> </ul> </li> <li>The injury prevention coordinator will be present to describe the program’s prevention efforts.</li> </ul>	<ul style="list-style-type: none"> <li>TMD</li> <li>TPM</li> <li>Trauma registrar</li> <li>PI coordinator (if applicable)</li> <li>Injury prevention coordinator</li> <li>Navigators</li> <li>Onsite logistics coordinator</li> <li>State/EMS designating representative (if applicable)</li> </ul>
3:00 pm - 5:00 pm	<b>Review Meeting</b>  <i>(This replaces the review dinner meeting)</i>	<ul style="list-style-type: none"> <li>Review and discuss the PRQ.</li> <li>Each attendee must log into the videoconferencing meeting separately from their workstation. It is not recommended to have all participants in one large meeting room.</li> <li>Hospital must provide reviewers with a list of names of all attendees and their positions.</li> </ul>	<ul style="list-style-type: none"> <li>TMD</li> <li>TPM</li> <li>Hospital administrator (CEO or equivalent)</li> <li>PI coordinator (if applicable)</li> <li>Trauma liaisons:               <ul style="list-style-type: none"> <li>Emergency Medicine</li> <li>Neurosurgery</li> <li>Orthopaedic Surgery</li> <li>Radiology</li> <li>Anesthesia</li> <li>Surgical Critical Care</li> <li>Rehabilitation</li> <li>Disaster</li> </ul> </li> <li>Child abuse representative (Level I pediatric trauma centers only)</li> <li>OR/Periop Services representative</li> <li>EMS representative (person responsible for coordinating PI activities with EMS)</li> <li>Navigators</li> <li>Onsite logistics coordinator</li> </ul>

Day 2			
Times	Agenda	Requirements	Attendees
8:00 am - 9:30 am	<b>Hospital tour</b>	<ul style="list-style-type: none"> <li>• Live visual access to the following areas:               <ul style="list-style-type: none"> <li>○ Ambulance bay</li> <li>○ Decontamination area</li> <li>○ Emergency Department</li> <li>○ Trauma Bay</li> <li>○ Operating room</li> <li>○ PACU</li> <li>○ ICU/PICU</li> <li>○ Blood bank</li> </ul> </li> <li>• Reviewers will interview staff nurses/directors in the areas noted above.</li> </ul>	<ul style="list-style-type: none"> <li>• TMD</li> <li>• TPM</li> <li>• ED Director</li> <li>• Staff nurse managers:               <ul style="list-style-type: none"> <li>○ Ambulance bay</li> <li>○ Decontamination area</li> <li>○ Emergency Department</li> <li>○ Trauma Bay</li> </ul> </li> <li>• Staff nurses:               <ul style="list-style-type: none"> <li>○ Radiology</li> <li>○ Operating room</li> <li>○ PACU</li> <li>○ ICU/PICU</li> </ul> </li> <li>• Blood Bank director</li> <li>• Navigators</li> <li>• Onsite logistics coordinator</li> </ul>
9:30 am - 9:45 am	<b>Meeting with TMD</b>	<ul style="list-style-type: none"> <li>• Meeting to discuss role as TMD with the reviewer.</li> </ul>	<ul style="list-style-type: none"> <li>• ACS reviewers</li> <li>• TMD</li> </ul>
9:45 am - 10:00 am	<b>Meeting with TPM</b>	<ul style="list-style-type: none"> <li>• Meeting to discuss role as TPM with the reviewer.</li> </ul>	<ul style="list-style-type: none"> <li>• ACS reviewers</li> <li>• TPM</li> </ul>
10:00 am - 10:30 am	<b>Meeting with TMD and TPM</b>	<ul style="list-style-type: none"> <li>• Discuss findings and/or concerns with the reviewers, if needed.</li> </ul>	<ul style="list-style-type: none"> <li>• ACS reviewers</li> <li>• TMD</li> <li>• TPM</li> </ul>
10:30 am - 11:00 am	<b>Review Team Closed Meeting</b>	<ul style="list-style-type: none"> <li>• No requirement for the center.</li> </ul>	<ul style="list-style-type: none"> <li>• ACS reviewers</li> <li>• State/EMS designating representative (if applicable)</li> </ul>
11:00 am - 12:00 pm	<b>Exit Interview</b>	<ul style="list-style-type: none"> <li>• Reviewers present preliminary findings.</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital administrator (CEO or equivalent)</li> <li>• TMD</li> <li>• TPM</li> <li>• PI coordinator (if applicable)</li> <li>• Onsite logistics coordinator</li> <li>• Other representatives of the trauma program as desired</li> <li>• State/EMS designating representative (if applicable)</li> </ul>