

Ophthalmology in ASC: Key Issues

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KEY ISSUES

- Profit
- Efficiency
- But from a Regulatory viewpoint:
 - Compliance to accreditation standards
 - Compliance to State, Federal and Municipal Standards

Key Issues From Accreditation

- Environmental Standards
- Medical Records Standards
- Patient Rights Standards
- Infection Control Standards
- Governance Standards
- HR Standards
- Quality Standards
- Medical and Allied Health Credentialing

Quality Standards 413.16

- Quality Assessment and Performance improvement PROGRAM
 - Developed
 - Implemented
 - Maintained

What Does That Mean

- Determine how and when QAPI monitoring is conducted.
- Determine what key indicators of quality or performance measures are monitored.
- *Determine what role the medical staff plays in QAPI.*
- Determine if policies and procedures have been reviewed or changed due to QAPI
- Determine how the ASC staff became aware of the particular opportunity to improve care

It Doesn't mean

- Individual Case Reviews
- As opposed to comprehensive care and outcomes, it does not mean focusing on only ONE problem
- Creating graphs to be reviewed and then stored, but rather to share and to use benchmarks in the ASC literature.

Responsibilities in Quality

- There must be an individual trained in Quality Principles.
- There must be ASC wide Quality Education Program for employees
- There must be a YEARLY plan that details plan activities
- Approval by Quality Function of Committee of the whole and the BOT

What is reviewed

- *Results of required peer review activity;*
- *Input from patient surveys and complaints;*
- Items from the medical staff, safety, risk management, utilization review committees or functions;
- Reviews documentation of pain monitoring on a visual scale such as the visual analog scale or faces for children.

Medical Staff Role In Quality

- Patient Complaints
- Staff Complaints
- Compliance program variances
- Privileges linked to procedure counts
- CME linked to New Procedure requests
- Medical Record Review
- Variances or incidents Reported
- Infection or toxic Reactions
- Patient Satisfaction

Medical Staff Quality

- Peer Review Data
- Quality Report Card

- Reviewed with Credential files
- Reviewed by Committee of the Whole with recommendations
- Reviewed by BOT

Patient Satisfaction Examples

- Number of Positive Patient Comments received
- Number of Validated incidents of Disruptive behavior
- Patient Satisfaction Score (overall)
 - Respect and Courtesy
 - Listening
 - Explained well

Medical Records Review Examples

- Total number of delinquent charts

- Total number of delinquent H and Ps
INCLUDING LASER PROCEDURES

- Total number delinquent OP reports

- Unapproved abbreviations

Compliance Program Variances

- The Medical Record includes:
 - Chief Complaint
 - Supporting history of chief complaint
 - The physical description of the Finding
 - The Actual Diagnosis listed
 - The procedure plan and education
 - The Operative Report
 - The correct ICD-9 and CPT codes and modifiers
 - The actual payment including allowable and co-pay.

ASC Compliance Program

- The counterpart to the Hospital Is Utilization Review
 - Responsible use of services
 - Medical Necessity
 - Medical Record audit and Review

Medical Staff Quality

- Is Data Driven
- Is part of the overall quality improvement plan
- Is Reviewed and sent to BOT
- Opportunities for improvement are identified
- Action plans can include Education and disciplinary options, projects that affect bylaws, rules, and policy

What is helpful in Ophthalmology Medical Records Variances

- Templated EMRs
 - Compliance cycle variances are identified for immediate correction
 - Electronic Signatures
 - Electronic Claims submissions

What Is Helpful In Patient Satisfaction Variances

- Physician bonus payments and recognition if applicable
- Communication educational opportunities
- Privilege restrictions

Summary

- Quality has major emphasis in our Industry
 - Encouraged and mandated by Insurance Companies including Medicare and Medicaid
 - Compliance to Regulatory Agencies
 - Is good for the patient
 - Is good for the ASC
 - Staff
 - Physician Investors

What is a Quality ASC Ophthalmologist?

- **Educated**
 - Should you track CEUs
- **Interested**
 - Meeting attendance
 - Understand the environment and strategy
- **Doesn't makes mistakes**
 - Malpractice
 - Disruptive behavior and patient dissatisfaction
 - Incidence reports
- **Make Responsible Use of Services**
 - Compliance issues
- **Competent**
 - Procedure counts match privileges

What Makes A Quality ASC

- Physicians, staff, administration:
 - *"There comes a time in every life when the past recedes and the future opens. Its at that moment when your turn to face the unknown. Some will turn back to what they already know. Some will walk straight ahead into uncertainty. I can't tell you while is right, but I can tell you which one is more fun."....Philip H. Knight, MBA 1962 (CEO of Niki)*
- Where everyone is having fun
 - Measured in the facial expression including the eyes
 - No Data needed

Thank You

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