

GE Healthcare

TiP-TV™ Training in Partnership Program Supplement for Imaging Professionals

Leadership Education

Tracer Methodology: Its Impact on Departmental Assimilation

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1.5 ASRT-approved Category A CE Credits



imagination at work

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PROGRAM SUMMARY

This page provides an overview of the program content and learning objectives. Please refer to the Program Outline for a detailed list of the topics covered. We encourage you to file a copy of this Program Summary and the Program Outline with your continuing education certificate. We also recommend that you provide a copy of this information to your manager as a record of your educational achievement.

PROGRAM DESCRIPTION

A very critical change has occurred in 2006 with unannounced Joint Commission visits becoming a standard survey method. What can you do to respond to this new technique? The obvious solution is to be in a state of continuous preparation and readiness. This program will start you on your way by giving you the information you need to accomplish that objective. Tracer methodology is an engaging way to work – an ongoing compliance plan that will provide a clear pathway to break down factional variance and improve institutional communication, patient care, and safety.

The tracer methodology helps multiple departments determine whether processes and procedures are working the way they were designed or described. If well designed and carried out according to the process, all departments facility-wide benefit from improvements in healthcare management and work flow because they're using the same process. Joint Commission Resources (JCR) and the American Healthcare Radiology Administrators (AHRA) have worked together to bring you this monumental introduction to what can only be termed a "game-changing" opportunity for you to accomplish two major objectives: design a better work environment and, while doing so, become well prepared for compliance with Joint Commission accreditation requirements on a continuous basis.

Disclaimer: The program video references The Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). After the video originated, the organization changed its name to The Joint Commission.

PROGRAM OBJECTIVES

By the end of this program, the viewer should be able to:

1. Describe The Joint Commission tracer methodology and its integral components.
2. Discuss case studies relevant to diagnostic imaging and its relationship to other departments within the facility.
3. Assess the impact of self-assessment tracer tools as they relate to your own processes.
4. Identify preliminary work environment design ideas to improve functionality and meet Joint Commission accreditation requirements.

TARGET AUDIENCE

Course objectives for this program specifically target radiology administrators and all other departmental administrators with an interest in Joint Commission tracer methodology. While not limited to this audience group, the technical content is most effective when applied to people with this training.

NOTE: Regardless of your imaging specialty, you may apply for continuing education credit. Refer to the Continuing Education Credit page for additional information.

CONTINUING EDUCATION CREDIT

Continuing Education Credit

1.5 ASRT-approved Category A CE Credits

Online Process for CE Credit



You can go online to obtain CE credit –
quickly and easily!

hls.gehealthcare.com

After viewing the TiP-TV video presentation, please complete the required online CE credit activities (post-test module and feedback form). The TiP-TV test measures knowledge gained and/or provides a means of self-assessment on a specific topic. The feedback form provides us with valuable information regarding your thoughts on the program's quality and effectiveness.

1. View the entire video presentation – this is a requirement for obtaining CE credit.
2. Go to the GE Healthcare Learning System (HLS) web site at **hls.gehealthcare.com** and complete the feedback form.
3. Complete the post- test module.
 - ◆ You have up to three attempts to successfully complete the test with a passing score of 75% or higher.
 - ◆ The test must be completed without aids or assistance of any kind; this is an **individual effort**.
4. Upon successful completion of the online CE information, you can instantly print a certificate.

The HLS allows ASRT members to immediately submit a record of the completed course to the ASRT for CE credit tracking.

CONTINUING EDUCATION CREDIT ELIGIBILITY - IMPORTANT NOTICE!

A GE Healthcare TiP-TV course may be available in several different formats, such as, but not limited to, a broadcast, online web course, or videotape. You may only be able to receive CE credit once for a particular course, regardless of the format in which it was viewed.

If you have already applied for and/or received CE credit for this course, you are encouraged to contact your CE certification organization (ARRT, ARDMS, NMTCB, etc.) to determine if you can repeat this course for CE credit.

Thank you for choosing GE Healthcare as your continuing education partner. We hope you will join us for other TiP-TV programs in the future. For more details and program schedule information, please visit: **www.gehealthcare.com/education**

If you have a question or comment on the program content, please send a message to:
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PROGRAM OUTLINE

I. INTRODUCTION

- A. Program Overview
- B. Shared Visions - New Pathways (SVNP) initiative

II. PRELIMINARY STEPS

- A. Priority Focus Process (PFP)
- B. Priority Focus Areas (PFA)
- C. Process and Risk
- D. The CEO Perspective
- E. Panel Discussion
 - 1. Initial impact of tracer methodology

III. TRACER IMPLEMENTATION

- A. Tracer Tools
 - 1. Communication – a patient story
 - 2. Tracer strategies
 - 3. Methodology
 - 4. Tracking forms
 - 5. Implementation – a radiology perspective
- B. Case Presentation
 - 1. Emergency department to radiology
 - 2. Panel discussion/commentary on case study and tracer implementation
- C. Case Presentation
 - 1. Radiography to computed tomography
 - 2. Panel discussion/commentary on case study
- D. Case Presentation – Systems Tracers
 - 1. Infection control – intravenous pyelogram (IVP) example
 - 2. Panel discussion/commentary on case study

II. TRACER IMPLEMENTATION, continued

E. Case presentation – magnetic resonance imaging (MRI)

1. Stand-alone and satellite facilities

IV. OUTCOMES

A. Does Tracer Affect Process Improvement?

1. Time commitment
2. Risk management
3. Self evaluation
4. Culture change

B. Conclusion

RESOURCES

American Healthcare Radiology Administrators: <http://www.ahraonline.org>

The Joint Commission <http://www.jointcommission.org/>

The Joint Commission Resources (JCR): <http://www.jcrinc.com>

The Joint Commission: National Patient Safety Goals:
<http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals/>

The Joint Commission: Shared Visions - New Pathways:
<http://www.jointcommission.org/AccreditationPrograms/SVNP/>

JCR e-book: Tracer Methodology: Tips and Strategies for Continuous Systems Improvement:
<http://www.jcrinc.com/publications.asp?durki=10368#OEB-JTM04>. To order the soft-cover version, call 877-223-6866.

Tracer Methodology, Conducting Tracers in Your Organization (one day seminar):
<http://www.jcrinc.com/education.asp?durki=11182&site=5&return=11114>

NOTE: The Internet is an ever-evolving environment and links are subject to change without notice.

APPENDIX A: POST-TEST

LMS Course Number: 3102

To be eligible for CE credit, you MUST view the video presentation first and then submit your answers using the online process (go to hls.gehealthcare.com). The post-test must be completed by the due date listed online for this program.

1. The Joint Commission has initiated Shared Visions - New Pathways (SVNP), which is a redesigned _____ process.
 - a. reporting
 - b. accreditation
 - c. tracer
 - d. data management
2. Tracer methodology is designed to look at processes, systems, and structures from the perspective of the _____.
 - a. chief executive officer
 - b. radiology manager
 - c. care recipient
 - d. Joint Commission
3. SVNP guidelines have placed primary emphasis on operational systems that are critical to _____ and _____ initiatives.
 - a. financial; resource
 - b. safety; quality
 - c. staffing; leadership
 - d. continuity; logistical
4. Joint Commission surveyors will NOT focus on specific policies and procedures to evaluate compliance, rather they'll focus on how well these policies are carried out in performance.
 - a. True
 - b. False
5. Although tracer methods are used by Joint Commission surveyors, emphasis should be placed on the healthcare organization's use of tracer as a _____.
 - a. budgetary item
 - b. management tool
 - c. satisfaction survey
 - d. reporting mechanism
6. A data-driven process that helps focus Joint Commission survey activities on issues of patient safety is called the _____ process.
 - a. clinical subgroup
 - b. priority focus
 - c. focus area
 - d. patient matrix
7. Processes, systems, or structures in a healthcare organization that significantly impact quality of care are termed _____.
 - a. clinical service groups (CSG)
 - b. systems tracers
 - c. priority focus areas (PFA)
 - d. performance arenas

8. _____ involve types of patients or services provided by an organization.
 - a. Priority focus areas
 - b. Clinical service groups
 - c. Subspecialties
 - d. Service corporations
9. The Joint Commission has defined _____ priority focus areas.
 - a. 15
 - b. 20
 - c. 25
 - d. 30
10. At what frequency will priority focus process information be provided by The Joint Commission to healthcare institutions?
 - a. Every quarter
 - b. Annually
 - c. Only upon request
 - d. Biennially
11. Which of the following is an example of a systems tracer?
 - a. Individual
 - b. Focus
 - c. Departmental
 - d. Infection control
12. Data use, medication management, and infection control are the three primary _____ tracers.
 - a. focus
 - b. departmental
 - c. systems
 - d. individual
13. _____ procedures enable managers to identify positive performance within a process or in the interfaces between processes.
 - a. Tracer
 - b. Trend
 - c. Financial
 - d. Controlled
14. The _____ used to capture tracer information can be modified according to a specific goal or objective.
 - a. data forms
 - b. patient records
 - c. regulations
 - d. mission statement
15. When performing a patient-specific tracer, the _____ will provide a map to proceed through the organization.
 - a. hospital
 - b. medical record
 - c. chief executive officer
 - d. patient's physician
16. When performing self-assessment with tracer methods, it is recommended the team be comprised of _____ people.
 - a. two
 - b. three
 - c. four
 - d. five

17. If a Joint Commission surveyor would like to see the design of a process in its entirety, and not just look at selected elements of that process, he or she is asking to do a _____ tracer.
- patient
 - focus
 - systems
 - departmental
18. Tracer methodology precludes preparing for a survey simply for the survey's sake; rather it promotes continuous operational efficiency spanning well beyond the survey itself.
- True
 - False
19. Radiology supervisor Michelle Johnson spoke of using tracer processes for _____.
- budget preparation
 - risk analysis
 - patient census data
 - patient education
20. The time commitment necessary to learn and implement tracer is not excessive if we keep the _____ in mind.
- short term
 - integration of the entire organization
 - budget
 - long term