

# Data Speak!

## Tri-Analytics, Inc.

Data Driven Solutions for Improving Patient Outcomes

Collecting Better Data, Developing Better Information, Achieving Better Outcomes



managing systems focused on improving patient outcomes. In our comprehensive approach to data system design and development, we consider all the elements of a successful system. The following paragraphs outline the major steps taken in this comprehensive approach.

## Making Data Talk

TAI specializes in designing and medical data

### Step One: Asking the Right Questions

**Laying the Foundation.** Define the questions that the data system must answer, and then identify the minimum data required to answer those questions.

**Our Focus on Data Quality.** Although a focus on data quality adds cost to a project, those dollars are well spent. Participant and central database software should always include extensive checks for data quality. We also encourage periodic re-abstraction of sample records by persons other than those who did the original abstraction. Some of our projects also require data collectors to be certified before they can begin abstracting and submitting data to a project.

**Data Sources.** Identifying data sources and ways to minimize data collection come next. Possible data sources include hospital information systems, downloads from hospital equipment, physician office billing systems, etc.

**Data Collection Activities.** Next, the best means to record and transmit data need to be discussed. Where and when will the data be entered into the system? What means for recording/entering data will be available? Is it appropriate to enter data on the internet?

### Step Two: Developing and Supporting Necessary Systems

**Systems Development.** Development of effective user and central site software significantly reduces long-term project costs, training and technical support expenses, and user frustration.

**Training.** Training sessions focus on a combination of clinical understanding and software skills. Training options include live web-based training seminars and project-specific training CDs or self-paced web-based training, as well as more traditional face-to-face methods and annual user group meetings.

**Technical and Clinical Support.** Clinical support is typically provided through project sponsors, and is managed by TAI. Technical support staff provide responsive and knowledgeable technical support by phone, fax, email, and a project-specific web site.

These are just the first two steps toward building an excellent data system. The remaining steps of this process will be highlighted in the next issue of *DataSpeak*—stay tuned! ☺

*continued in next issue...*



## DataSpeak Highlights

- ▲ PI Provides Valuable Input to Study
- ▲ Getting to Know Us: Andy and Barb
- ▲ TAI Project Updates
- ▲ Dear Tech Nerd: Reducing Entry Times

## Project IMPACT Data in ICU Staffing Study

The Leapfrog Group ([www.leapfroggroup.org](http://www.leapfroggroup.org)) is an informal but committed affiliation of major healthcare purchasers that are concerned about healthcare quality and safety. The group's purchasing power makes it a major force in US healthcare. The group recommends principles intended to improve healthcare quality or patient safety. Hospitals or systems are encouraged to adopt those principles in order to attract business from the group's large and growing membership.

The Leapfrog Group has identified 3 initial hospital safety measures:

- ▲ Computer Physician Order Entry — shown to decrease serious prescription errors in hospitals by > 50%
- ▲ Evidence-Based Hospital Referrals — sending patients requiring complex procedures to hospitals with demonstrated best performance based on scientifically valid

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## Training This Quarter

### Project IMPACT Live Web Training

April 10-12  
May 1-3  
June 12-14

Live web training sessions for the new version 3.0 software are from 2-4 PM ET on the dates above.

To register, contact Kimm Streit at Project IMPACT, 714-282-6070, fax: 714-282-6085, or email: [kimm@sccm.org](mailto:kimm@sccm.org).

### NRCPR

#### Live Web Training

Both clinical and technical training for the NRCPR software are offered via live web-based training sessions four times a month.

The cost for each training session is \$79 and space is limited, so register today at [www.nrcpr.org](http://www.nrcpr.org)! Call 888-820-3282, fax: 410-838-1148, or email: [info@nrcpr.org](mailto:info@nrcpr.org).

#### Additional Resources

This month NRCPR will ship a free training CD to all participants to help train users in the project.

Visit the web sites: [www.nrcpr.org](http://www.nrcpr.org) or email [info@nrcpr.org](mailto:info@nrcpr.org) for more information. Also, the NRCPR web site includes several training downloads in the Member's area.

#### Collector Trauma/EMS

Digital Innovation conducts training sessions for all Collector Trauma and EMS Registry software.

Call Donna Youngberg at 800-344-3668 ext. 27 or email: [dyoungberg@dicorp.com](mailto:dyoungberg@dicorp.com) for more information.

# Get to Know Us!

This feature highlights employees at TAI so you can get to know us better. Additional employees will be featured in coming issues.



## Human Resources Director

### Barbara Rosolowski

Barbara Rosolowski has been with Tri-Analytics, Inc. since 1988. It's not

unusual to hear "Ask Barb, she's been here forever." She enjoys dealing with people as an Office Manager, a certified Professional in Human Resources, and recently, a Customer Service Representative for the NRCPR's South Central region.

Before "forever," Barb was a vocal music teacher in Ohio and Texas. She and her husband Larry have three grown children and a son-in-law currently living in Maryland, Virginia, and Texas, who are a blessing to their lives.

Once a horse enthusiast, Barb has downsized to dogs, and must constantly resist the urge to rescue "just one more." She spends much of her after-hours time playing the piano for her church. Because she is solar-powered, Barb and her husband would like to retire to Tennessee one day for fishing, camping, gardening, and other outdoor activities.



## Marketing Director

### Andy Copes

Andy has worked at TAI for seven years. No one is sure how he got a job

here but it may have something to do with his father, TAI President, Dr. Wayne Copes!

Andy has done a wide variety of jobs since starting to work at TAI. Some of his early work included creating the first editions of the TAI

newsletter and managing the development of several software training videos. Andy also did sales and marketing and some training for the Collector trauma registry software program and oversaw its transition to Digital Innovation, Inc. Andy currently manages the American College of Foot and Ankle Surgeons Outcomes Study and the Sierra-Sacramento Valley EMS Trauma Registry projects in addition to heading up TAI's marketing department.

Andy has been married for 8 years to his wife Pam and has two daughters, Alex (age 5) and Caroline (age 2). The third Copes baby is expected at the end of August. Andy is currently attending night school at Loyola College in Baltimore to get his MBA. His favorite hobbies are spending time with his family and playing and watching sports. ❦

## PI Input in ICU Study

*continued from page 1*

criteria, (e.g., number of times such procedures are performed), has been estimated to reduce the patient's risk of death > 30%.

- ▲ ICU Physician Staffing — staffing ICUs with physicians who have credentials in critical care medicine has been shown to reduce patient risk of death by more than 10%.

The Advisory Board is a prestigious healthcare information company whose clients include more than 2000 US hospitals. Stimulated by the Leapfrog Group and other initiatives, The Advisory Board is preparing a report to its members on ICU staffing.

PI was contacted by Advisory Board who described the ICU staffing project and expressed interest in how PI data and information might be used. PI and Advisory Board representatives met discussed the objectives of Project IMPACT, database contents, and quarterly comparative participant reports. PI provided quantitative descriptors of ICU patients, their care and outcomes, for a variety of ICU types. PI looks forward to its inclusion in the Leapfrog report, expected to be released in July 2001. ❦

# TAI Project Updates

## ACFAS Outcomes Study

The fifteen participating sites in the American College of Foot and Ankle Surgeons (ACFAS) Outcomes Study stopped enrolling new patients on October 30, 2000. Sites are to complete and submit final patient records to TAI by April 30, 2001. TAI's final report to the College and participating sites will be completed by June 30, 2001. There are now over 800 patients enrolled in the ACFAS study, which represents the largest sample of podiatric surgery patients ever studied in the US.

## ICDMAP-90

As of April 11, 2001, Tri-Analytics' involvement with ICDMAP-90 will end. ICDMAP-90 is a software program that translates ICD-9 codes into AIS-90 and calculates the ISS. TAI developed the project in conjunction with Dr. Ellen MacKenzie at Johns Hopkins University. TAI currently provides sales and marketing, distribution, and technical support services for the product. Beginning April 11, please contact Dr. MacKenzie by phone at 410-614-4025 or by email at [emackenz@jhsp.edu](mailto:emackenz@jhsp.edu) for ICDMAP-90 information and technical support.

## National Registry of CardioPulmonary Resuscitation

This quarter marks the first anniversary of the NRCPR project. A number of participants are up for renewal next quarter. By renewing, participating facilities will continue to receive:

- ▲ quarterly reports (including new reports)
- ▲ annual report
- ▲ continued technical and clinical support
- ▲ general customer service and support
- ▲ software and documentation upgrades

They will also continue to access the "Member's Only" area on the web site, which will become the place to access abstracts and publications and to submit data requests. More importantly, continued participation will provide the data needed to help improve resuscitation outcomes.

## Project IMPACT

PI participants received the new version 3.0 PI software and dataset at the end of last quarter. Version 2.3 will be phased out approximately six months after the release of version 3.0. Support for version 2.3 will not be available after this summer. Participants are encouraged to create an ODBC companion database with their PI ODBC Database Loader software if they desire to use version 2.3 data locally after this summer. The last quarterly participant report for version 2.3 will be published for data submitted to PI through September 30, 2001. The new version 3.0 reports are expected to be released for data submitted through December 31.

## Sierra Sacramento Valley EMS Agency

Mercy San Juan Hospital in Carmichael, CA, recently started participating in the Sierra-Sacramento Valley EMS Agency (SSV-EMSA) Trauma Registry Data System. There are now 7 trauma centers participating in the system. TAI manages the central trauma database for SSV-EMSA and provides confidential reports every 4 months to the participating trauma centers that describe their patients, give outcome evaluation results, and support CQI programs. In addition, TAI provides SSV-EMSA with a report summarizing data from all participants.

screens and receive training. After entering at least 15-20 charts, your entry time should decrease significantly (by at least 50% - 75%).

Training also helps reduce data entry time significantly. Training is available via weekly live web sessions (set of 4), free self-training modules in the Member's area of the web site, or through a comprehensive, interactive training CD. The NRCPR code sheet may also help reduce data entry times by improving documentation on in-hospital resuscitations. You can also streamline your data entry process to make things flow more easily with the NRCPR data set.

If, after training and improving your documentation and data entry process, you are still having difficulty reducing your data entry times, contact us by phone at 888-820-3282 or email [info@nrcpr.org](mailto:info@nrcpr.org) and we'll be glad to help! ☺

If you have a question for the Tech Nerd, send it to us:

Dear Tech Nerd  
c/o Tri-Analytics, Inc.  
23 E. Ellendale St., Suite A  
Bel Air, MD 21014 USA  
or  
Fax: 410-838-1148  
[newsletter@trianalytics.com](mailto:newsletter@trianalytics.com)

## Dear Tech Nerd

How long does it normally take to enter data for the NRCPR and how can I reduce my data entry times?



The NRCPR data set was carefully chosen to yield the most information for the least amount of work. Experienced participants usually enter a chart in 10-20 minutes. However, at first it may take well over an hour per chart until you become familiar with the data set and software

### Credits

#### Editor-in-Chief

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#### Contributing Editor

Karen Milanicz

#### Contributing Writers

Ted Bemb, Andy Copes, Wayne Copes, Saron Mack, Karen Milanicz, Barbara Rosolowski

#### Proofreader

Barbara Rosolowski

# What's New?



## Project IMPACT Version 3.0 Debuts

The new XML-based Project IMPACT version 3.0 software, developed by Digital Innovation, Inc., was released to current PI users the last week of February. The new PI data set uses standard coding systems (e.g., ICD-9, CPT) and enhanced search capabilities to make it easy for users to track ICU procedures, therapies, and diagnoses. The new software also features an improved Windows interface, the ability to store multiple units in the same database, software-assisted random sampling, and a user-friendly data entry interface.

Training for the new system is primarily available via live interactive web training offered each month in 3-day sessions. See the side bar on page 2 for training dates this quarter or to register for training, call 714-282-6070, or email [kimm@sccm.org](mailto:kimm@sccm.org).

## New NRCPR Training CD and Code Sheet Debut

This month, the NRCPR's interactive training CD was shipped to all NRCPR participants. Also, the NRCPR code sheets are now available on the NRCPR web site to assist hospitals in refining their documentation on in-hospital resuscitation events.

For more information, visit [www.nrcpr.org](http://www.nrcpr.org) or email [info@nrcpr.org](mailto:info@nrcpr.org).

## Additional NRCPR Tech Support Options

When transferring your data at the end of the quarter, a new NRCPR phone menu will be available to assist you in trouble-shooting any issues that might arise during the process. This new menu includes self-help options so you can quickly resolve data submission issues without having to wait for a tech support representative to help you. These new options should help you submit your data successfully and reduce any "end-of-the-quarter" stress. ☺

## Get DataSpeak Via Email

TAI is offering our newsletters via email in a PDF format to those who'd like it electronically instead of by snail mail. If you'd like to receive the newsletter electronically, email [newsletter@trianalytics.com](mailto:newsletter@trianalytics.com).

## Change of Name or Address?

Please phone 800-706-0337 or email [newsletter@trianalytics.com](mailto:newsletter@trianalytics.com). Thank you for your help!

## Ideas & Suggestions

If there are topics you'd like to see in future newsletters or if you'd like to contribute an article, please contact TAI at 800-706-0337 or email [newsletter@trianalytics.com](mailto:newsletter@trianalytics.com). Your ideas help us better serve you!