

1 CROWN SOPs



CROWNWeb

Duplicate Patient Records in CROWNWeb

Standard Operating Procedures

July 22, 2009

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2 DOCUMENT CONTROL

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Document Approvals

Role	Name	Signature	Date

REFERENCES:

- CROWN Memorandum # 07-0369-GN

3 INTRODUCTION

PURPOSE

The purpose of this Duplicate Patient Records in CROWNWeb Standard Operating Procedures (SOP) document is to layout the process required to remove a duplicate patient record from the CROWNWeb System.

4 ASSUMPTIONS

- The process starts when a facility reports or an ESRD Network determines there is a duplicate patient record.
- This paper does not define business processes specific to an individual Facility, ESRD Network, BSO and/or CMS Contractor.
- These are high level business processes with the minimum requirements defined.
- When discussing a form in this SOP it is assumed to be a submitted form.
- This process will be re-evaluated after CROWNWeb Release 1.2 (National Release). CMS has determined that the following Change Request: CRRQMT_107 requiring a programmatic patient merge process is an urgent implementation. It is assumed that this solution will provide a mechanism that allows the accurate merge of Patient Attributes, Admission and Discharge, Treatment, and Clinical Records (where appropriate).
- The CROWN Help Desk tracks all Service Request for duplicate patient issues.
- The CMS Designated System Administrator will be determined by CMS and will be responsible for merging duplicate patient records.
- The CMS Designated System Administrator will delete all erroneous CMS OMB Forms and communicate to the appropriate facility if a new form should be submitted.

5 PAPER LAYOUT

This paper will define the highest level of deleting duplicate patient records in the CROWNWeb System. There will be a swim lane to identify process ownership, a detailed flowchart describing the process in more detail and verbiage to accompany the flows.

6 USE OF SUBJECT MATTER EXPERTS

FMQAI has consulted with subject matter experts (SMEs) to gather information and define a process to allow consistency nationwide. These SMEs consist of employees of ESRD Network Organizations, Facilities, CMS, and CMS's contractors. FMQAI will continue to use these sources to obtain the specific information needed.

7 GENERATE CROWN HELP DESK SERVICE REQUEST PROCEDURES

Generate CROWN Help Desk Service Request Procedures

1. The Stakeholder contacts CROWN Help Desk by e-mail, by web form, or by phone: esrdhd1@esrd.net, 1.888.ESRD.HD1, or through the CROWN Help Desk Portal <https://mrx-cw-eservice.gcrm.com/crown/welcome.aspx>
2. The Stakeholder explains issues/discrepancies to the CROWN Help Desk for issue documentation.
3. The CROWN Help Desk generates a service request and if unable to resolve, assigns to the appropriate party.
4. The CROWN Help Desk tracks and provides summary reports on outcomes for all service requests to CMS.

8 COMMUNICATION PROCEDURES

These communication procedures will outline generic steps to be taken when questions need to be answered outside one specific entity. The underlying premise of these communications is; the Facilities are responsible for their data. These procedures will include, but is not limited to ESRD Networks, Facilities, CROWN Help Desk, CMS and CMS's Contractors.

A BATCH Submitting Organization (BSO) is the organization that has been delegated the authority to submit data on behalf of a Facility. Communications procedures between the BSO and a Facility are internal processes for each Facility to define as part of its agreement with another entity to delegate authority.

This list is not meant to be a comprehensive list of all scenarios. The intent is to give guidelines that all entities can follow.

- A. It is appropriate for a Facility to contact another Facility (Exception: If prior Facility is within the same BSO entity, follow internal procedures; if a Facility has question for the prior Facility and is unable to contact them, contact the ESRD Network):
 - When a patient has previously received care at another Facility and the receiving Facility has questions about data submitted by (or on behalf of) or missing data from the previous Facility.
 - When a Facility gets a warning of a possible near match and wants to verify the six identifiers to admit the patient in CROWNWeb.
 - When a Facility has deleted an erroneous addition event and needs to advise the prior Facility to delete the erroneous System Discharge that occurred in CROWNWeb (NOTE: Main example of this would be a Facility accidentally transferring a patient in with the wrong status (i.e. permanent rather than transient) causing a System Discharge for the prior Facility. They should call the prior Facility advising them that the incident occurred so the prior Facility is aware that there is an erroneous discharge that needs to be removed).
- B. It is appropriate for a Facility to contact and ESRD Network:
 - For near match issues not related to transferring patient or that cannot be resolved through verification with the transferring Facility.
 - For discrepancies and/or questions between two Facilities about the correct way to report admit/discharge dates in CROWNWeb.
 - To correct or update Facility information for fields that they do not have permission to access.
 - When a Facility has questions about previously entered or missing data from another Facility and they are unable to contact the previous Facility.
- C. A Facility should open a service request through the CROWN Help Desk:
 - When there is a security log-in issue.
 - To report a CROWNWeb System bug or error message.
 - To report a CROWNWeb System enhancement request.
 - To receive answers to questions related to application usability.
 - When their CROWNWeb account has been inactive greater than 60 days and they need access.

- When there are CROWNWeb data entry error/issues that cannot be resolved within their Corporation and their corresponding ESRD Network.
 - When a Facility has questions about previously entered or missing data from another Facility where the Facility is not within their Corporation and could not be resolved by the ESRD Network.
 - When the CROWNWeb System is down.
 - When an acute patient or an erroneously - entered patient should be removed.
- D. An ESRD Network should contact a Facility:
- When there are any CROWNWeb related discrepancies.
 - For follow-up on unresolved issues such as GAP patient or change requests not completed in a timely manner.
 - For follow-up on Facility pending Certification using the current standard operating procedures in place.
 - When there are noted problems with accuracy or timeliness of data entry.
 - When there are noted problems with clinical data entry (incorrect, missing, late).
- E. An ESRD Network should contact another ESRD Network:
- When a patient transfers from one ESRD Network to another ESRD Network and the ESRD Network encounters a problem with the patient that requires intervention from the previous ESRD Network.
- F. An ESRD Network should contact CMS:
- When a submitted CMS OMB form needs to be deleted.
 - When a Facility needs to be removed from a report such as Vascular Access Reporting (as defined in the Vascular Access Report SOP).
- G. An ESRD Network should open a service request through the CROWN Help Desk:
- When there is a security log-in issue or a security breach.
 - To report a CROWNWeb System enhancement request.
 - To receive answers to questions related to application usability.
 - When there are data entry errors/issues that cannot be resolved through the SUI.
 - To report a CROWNWeb bug or error message.
 - When there are system discrepancies and all other communication efforts have been exhausted.
 - When CROWNWeb System is down.
 - When duplicate patients need to be merged.

9 PROCEDURES

The ESRD Network/Facility identifies a Patient has a duplicate record (s) in the CROWNWeb System with no submitted CMS OMB Forms and no submitted Clinical data for a closed CPM reporting month:

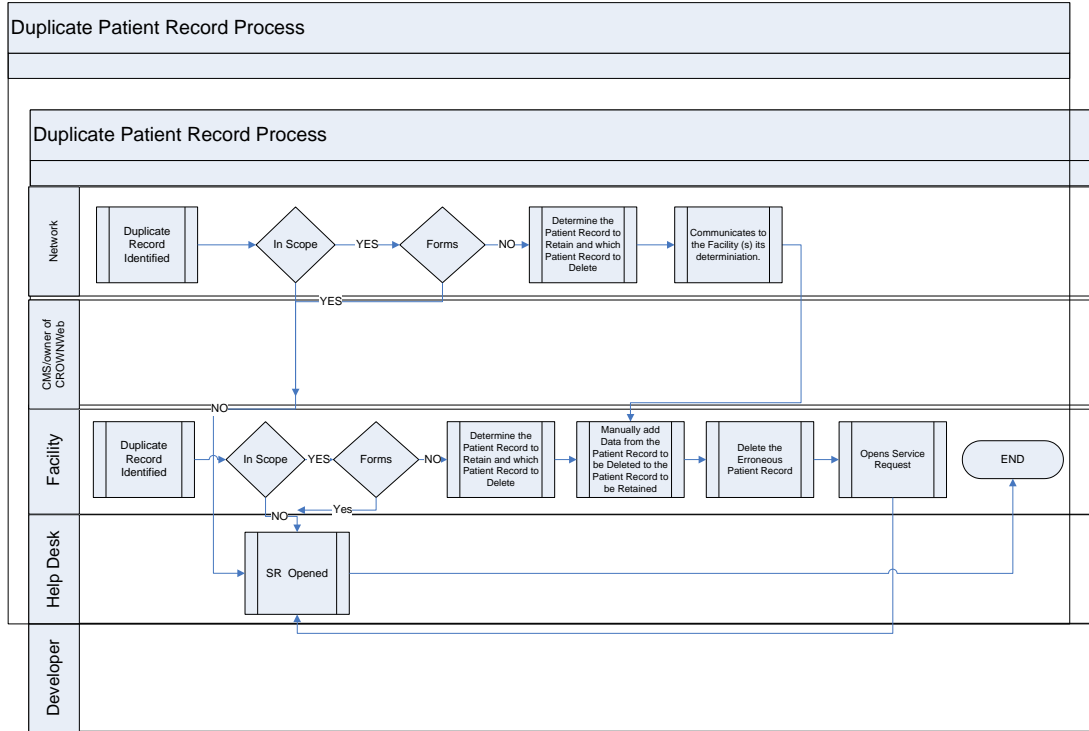
- If the Patient Records are within the Facility's Scope, the Facility determines which Patient Record to save and which Patient Record to delete.
 - The Facility manually adds any of the data necessary from the Patient Record to be deleted to the Patient Record to be retained.
 - The Facility deletes the erroneous Patient Record.
 - The Facility notifies its ESRD Network of the deleted Patient Record.
 - If the Patient Records are not within the Facility's scope, the Facility notifies its Network, and the ESRD Network determines which Patient Record to save and which Patient Record to delete and communicates the determination to the Facility.
 - The Facility manually adds any of the data necessary from the Patient Record to be deleted to the Patient Record to be retained.
 - The Facility deletes the erroneous Patient Record and opens a SR
 - If the Patient Records exist across Networks, the Networks affected determine which Patient Record to save and which Patient Record to delete. Please See Section 8G.
 - The affected ESRD Network communicates the determination to the Facility(s)
 - The Facility manually adds any of the data necessary from the Patient Record to be deleted to the Patient Record to be retained.
 - The Facility deletes the erroneous Patient Record and opens SR

- The ESRD Network/Facility identifies a Patient has a duplicate record (s) in the CROWNWeb System with submitted CMS OMB Forms and submitted Clinical data for a closed CPM reporting month:
 - If the Patient Records are within the Facility's Scope, the Facility determines which Patient Record to use and submits a Service Request to the CROWN Help Desk.
 - If the Patient Records are not within the Facility's scope, the Facility notifies its Network, and the ESRD Network determines which Patient Record to use and submits a Service Request to the CROWN Help Desk.
 - If the Patient Records exist across Networks, the Networks affected determine which Patient Record to user and submit a Service Request to the CROWN Help Desk. Please See Section 8G.

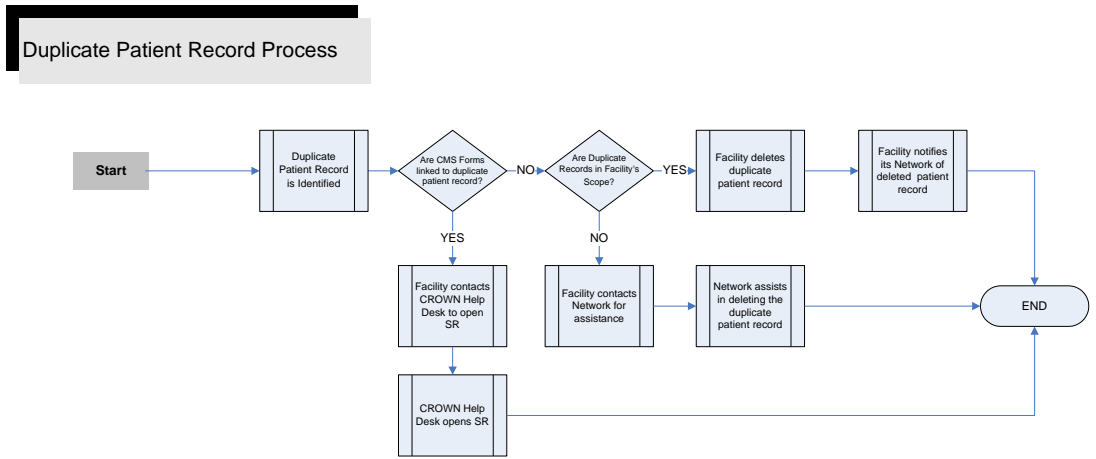
The CROWN Help Desk receives Patient Merge Requests and issues a Service Requests using its predefined processes.

10 FLOWCHARTS

SWIMLANES



MAIN FLOW



11 DEFINITIONS AND ACRONYMS

#	Word	Definition
11.1	BATCH	Electronic data submission.
11.2	BSO	BATCH Submitting Organization (BSO)
11.3	CCN	CMS Certification Number (CCN) also known as Provider Number.
11.4	CMS Designated System Administrator	Is the person or entity responsible as determined by CMS for programmatically merging duplicate patient records to include: Patient Attributes, Admissions and Discharges, Treatment, and Clinical Records (when appropriate) as well as deleting erroneous CMS OMB Forms.
11.5	CROWN Facility Unique Identifier	A system-generated unique characters used in CROWNWeb System to identify a specific Facility.
11.6	CROWNWeb	Consolidated Renal Operations in a Web Enabled Network.
11.7	Data Integrity Issue(s)	Issue(s) relating to the viability of the system or the integrity of the data is endangered by a situation requiring immediate investigation or a facility is unable to use CROWNWeb, and it appears that the problem can only be resolved by CROWNWeb Development Contractor's action (that is, it's not a password problem, a user-registration problem, and internet connectivity problem, or a problem with the user's own computer).
11.8	Data Mapping	Compiled data element programmed to connect between two distinct entities.
11.9	Delegation of Authority Form	CMS-10268 Form verifying that the ESRD Facility delegated their corporate entity to submit data to CMS on their behalf.
11.10	Dialysis Facility	A unit (hospital-based or free-standing), which is approved to furnish dialysis services directly to ESRD patients.
11.11	End Stage Renal Disease (ESRD)	The stage of renal impairment that appears irreversible and permanent, and requires a regular course of dialysis or kidney transplantation to maintain life.
11.12	ESRD Network Organization	Coordinator of Medicare-related ESRD activities for a Medicare approved ESRD facilities in a designated geographic area. Also referred to as "ESRD Network."
11.13	Incident Report	A form containing details of incidents involving any component of an IT Infrastructure or any aspect of the IT service.
11.14	ISG	Information System Group (ISG) at the Centers for Medicare and Medicaid Services (CMS)
11.15	OrgFacilityCode	Organization Facility Code. This is the ESRD Facility's corporate organization number.
11.16	QIPS	The QualityNet Identity Provisioning System (QIPS) allows CMS, ESRD Network and Facility Security Administrator (SA) the abilities to register new staff members for

#	Word	Definition
		CROWNWeb, ensure security for CROWNWeb users, minimize the risk of security incidents, and assist in the secure management of patient information.
11.17	QIPS Account Form	A CMS approved form to request for ESRD dialysis facility users access to CROWNWeb System.
11.18	Scope	“Scope” refers to CROWNWeb data that a particular user is allowed to access (typically because it is necessary to complete activities required by the Medicare program). Example: If you work in Facility A, ordinarily data pertaining to a particular patient’s time of treatment at Facility A is “in scope” for you. Patient data relating to times before or after the patient was in your facility’s care are usually “out of scope” for you. Scope controls the access of facility(s) where user can perform their role (tasks they can do).
11.19	Security Administrator	Security Administrator (SA) assists in registering new staff members for CROWNWeb System. They help ensure security for CROWNWeb users.
11.20	Service Request	A Service Request is a mechanism used to track the detection, reporting, and potential resolution of identified problem. Service Request and/or any industry standard terminology.
11.21	SME	A Subject Matter Expert (SME) is a person who is an expert in a particular area.
11.22	SOP	Standard Operating Procedures (SOP) are written procedures prescribed for repetitive use as a practice, in accordance with agreed upon specifications aimed at obtaining a desired outcome.
11.23	Source System	A database, application, file, or other storage facility from which the data in a data warehouse is derived.
11.24	XSD Error	Error generated from XML validation prior to being submitted into CROWNWeb for processing during BATCH submission.