



COMMUNITY
HEALTH CARE
ASSOCIATION
of New York State



CHCANYS NYS-HCCN presents

Data Governance Excellence Series: Building a Strong Foundation

Session 3: Data Governance Program Maintenance
& Strategies

October 29, 2024

For more information, please email Anita Li at ali@CHCANYS.org



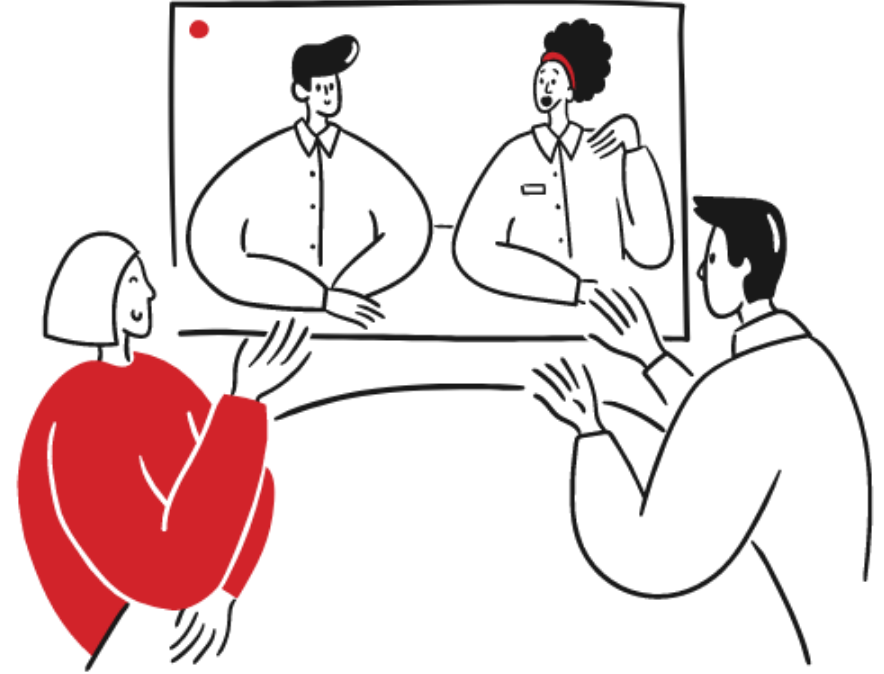
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09.2024



Housekeeping

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The webinar is being recorded and will be shared after the session along with the slide deck.
- A webinar evaluation will be shared with participants



Schedule of Events

Session 1 (10/1)

- Exploring & Implementing a Data Governance Framework

Session 3 (10/29)

- **Data Governance Program Maintenance & Strategies**

Session 2 (10/15)

- An Introduction to Quality Programs



Meet the Presenter



Jackie Simik, B.S., CPC-A
MANAGER, EHR ENTERPRISE APPLICATIONS
Pivot Point Consulting





**PIVOT POINT
CONSULTING**

A Vaco Company

Data Governance Excellence Series: Part III

Data Governance Program Maintenance & Strategies





Jackie Simik, B.S., CPC-A

Healthcare EHR/Advisory Manager

Pivot Point Consulting, A Vaco Company

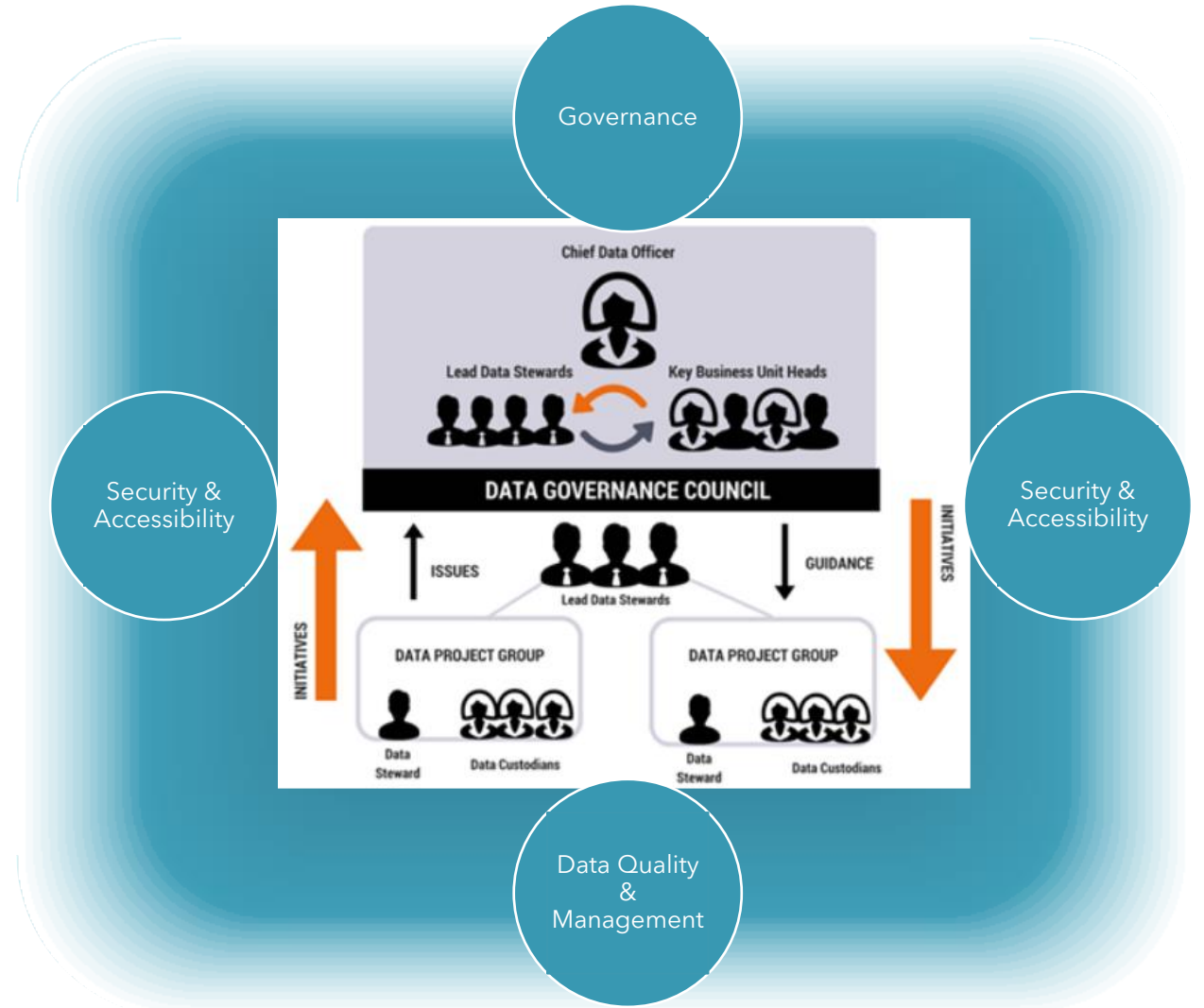
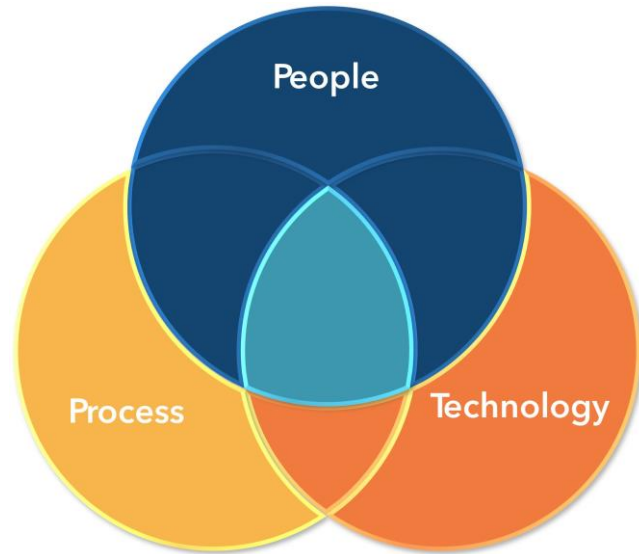
<https://www.linkedin.com/in/jacquelinesimik/>

Bachelor of Science in Organizational Leadership, Pennsylvania State University
Certified in EpicCare Ambulatory & Epic PB Resolute
AAPC Certified Professional Coder
eClinicalWorks® Super User and Implementation Specialist, 15 years

Multi-faceted experience spanning over 30 years in the healthcare industry:

- Operations and administration
 - Outpatient clinics
 - Physician clinics
 - Hospital ancillary services
- Revenue Cycle Management
- Clinical Quality Program Initiatives
- Human Resources & Employee Relations
- Regulatory & Compliance
- EHR Implementation and Optimization
- Project Management

Quality Programs The Framework



Quality Program Responsibilities

Steering Committee Meetings


- Scheduled
- Duration
- Collaborative
- Documented

Agendas

- Distributed prior to meeting
- Consistent, standardized
 - Policy & Procedure Review
 - Key Performance Indicators
 - Audit Results
 - Change Management
 - New Business

Training & Education

- Communication
- Incorporation



Data Governance Steering Committee
Meeting Agenda & Minutes
Date

Executive Sponsor:	Meeting Date:	Meeting Time:
Steering Committee Leader:	Click to enter date.	Start time
Previous Minutes Reviewed and Approved:	Location and/or Conference Line:	
	Teams Meeting	
Attendee(s):		

AGENDA ITEMS <small>Topic, Discussion Leader</small>	MINUTES / UPDATE <small>Discussion Highlights</small>		
	Minutes	Action Item	Owner
1. Policy / Procedure Review	•		
2. KPI: Updates/ Audit results	•		
3. Action Item Follow Up / Project Updates	•		
4. Change Requests	•		
5. New Business			

CHANGE REQUEST FORM

CHANGE DETAILS

Change Name:

Requested By:

Requester's Contact Information:

Priority: High Medium Low

Change No.:

Date of Request:

Date Needed:

Description of Change:

Reason for Change:

CHANGE IMPACTS

Scope:

Deliverables:

Cost:

Resources:

Timeline:

Stakeholders:

RISK ANALYSIS

Risk Identification: Probability of Risk:

Risk Mitigation Strategies:

DECISION

ACCEPTED: Committee Leader Name: Signature: Date:

REJECTED: Executive Sponsor Name: Signature: Date:

MORE INFORMATION REQUESTED

Comments:

Quality Management

- Data Validation
- Methodology
- PI / Quality Plan
 - Goal Setting
 - Monitoring
 - Revising
 - Educating



Audits

- What
- When
- Who
- How
- Reporting
- Remediation

Don't forget about regulatory agencies

- What do you need to show compliance?
- What patient data is required?
- Are there targets to achieve?

CLIENT NAME: _____ COUNTY: _____
 MONITOR: _____

Instructions:

- Obtain a copy of the billing sheet for the most recent STD visits within the past 4 weeks.
- If information should be present and is not, place "0" in the box
- If information is present place a "✓" in the box
- If the information is not applicable place "NA" in the box

Chart Number	1	2	3	4	5	6	7	8	9	10
Primary Provider ID										
Legal Elements of Medical Record Documentation										
• HIPAA consent is signed in accordance with agency policy										
• Declination of service is signed if applicable per agency policy										
• Pages have client ID on both sides										
• Entries are legible										
• Entries are dated										
• Entries are recorded in chronological order										
Entries are signed with name and title of staff making entry:										
• Interviewer, if not the clinician										
• Clinician										
• Treatment nurse, if not the clinician										
• Health Educator										
• Social Worker										
• Others										
Specific Areas of Review Medical Record										
• Telephone calls, letters, home visits, etc. are documented to reflect agency policy regarding client follow-up for additional therapy, test of cure, etc.										
• Chart is organized per agency policy										
• Allergies and adverse drug reactions are prominently noted										
• Special service requirements are prominently noted										



Security & Risk

Elements of Security & Risk Assessment

- Asset Identification & Classification
- Threat Identification
- Vulnerability Assessment
- Impact Analysis
- Risk Scoring
- Security Control Strategy
- Compliance Assessment
- Incident Response Plan / Disaster Recovery



Cyber Security

7 Layers

- Mission-Critical Assets
- Data Security
- Endpoint Security
- Application Security
- Network Security
- Perimeter Security
- The Human Layer



Access & Use

- Security Access by Role/Responsibility
- Vendor Access
- Remote Access
- PHI Disclosures / Reporting

https://www.netwrix.com/information_security_risk_assessment_checklist.html

<https://microage.ca/cybersecurity-layering-approach/>



Quality Programs Training & Education

Competency

Knowledge Validation

- 90-days, Annually
- Competencies by Role
- Identify areas for improvement
- Patient Safety

Stakeholder Engagement

- Super Users
- Train the Trainer Program
- Mentorship Program

Succession Planning

- Identify a backup resource
- Train staff to be leaders
- Transparency in the process

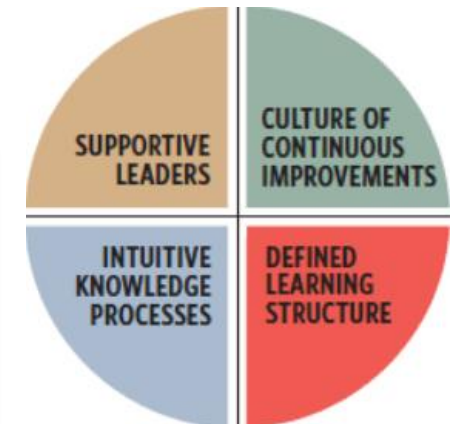
Competency Checklist: ORIENTATION _____ Employee Name: _____
 Position Title: MACRAMIPS PROGRAM _____

Method of Instruction Key: P = Protocol/Procedure Review E = Education Session S = Self Learning Package C = Clinical Practice D = Demonstration	Method of Evaluation Key: O = Observation (in clinical setting) RD = Return Demonstration T = Written Test V = Verbal Review	Self-Assessment by Employee			Validation of Competency		
		Never Done	Needs Review/Practice	Competent	Method of Instruction (Use Instruction Key on Left)	Date	Initials
B. MIPS DOCUMENTATION							
LEVEL 1: BASIC KNOWLEDGE							
Able to name who is the Privacy & Security Officer for the practice							
Locate the Security Procedure Manual for practice							
Locate the practice Security & Risk Assessment and Remediation Plan							
Locate the MIPS data/dashboard for the practice/providers							
Locate back-up submission data for auditing purposes							
Knowledge of CEHRT Certification Edition of EHR software							

Competency Checklist: ORIENTATION _____ Employee Name: _____
 Position Title: Front Office _____

Method of Instruction Key: P = Protocol/Procedure Review E = Education Session S = Self Learning Package C = Clinical Practice D = Demonstration	Method of Evaluation Key: O = Observation (in clinical setting) RD = Return Demonstration T = Written Test V = Verbal Review	Self-Assessment by Employee			Validation of Competency		
		Never Done	Needs Review/Practice	Competent	Method of Instruction (Use Instruction Key on Left)	Date	Initials
D. DOCUMENTATION/COMMUNICATION							
LEVEL 1: DEPARTMENTAL COMPETENCIES							
Accesses patient information in EHR							
Ability to properly explain the Advanced Directive Information							
Ability to properly explain the Release of Information and HIPAA Information							
Adheres to customer service values (telephone, interpersonal)							
Demonstrates proper workflow for telephone messages							
LEVEL 2: ROLE SPECIFIC COMPETENCIES							
Compiles appropriate paperwork for New Patient, Established Patient, Nurse Visit							
Demonstrates pre-visit review of patient information							
Demonstrates the proper verification of information during patient check-in							
Demonstrates insurance eligibility process							
Locates and demonstrates the co-pay/outstanding balance collection process							
Demonstrates workflow for medication formulary checking							
Demonstrates the proper patient check-out procedure							
Demonstrates printing/publishing a patient receipt of payment							
Demonstrates printing/publishing a patient visit summary							
Demonstrates how to enable electronic access to patient portal							
Locate and update/verify patient preferred pharmacy							
Demonstrates proper identification of insurance plan based on insurance card							

Continuous Education



Strategic Ongoing Education

- Change Management Plan
- Lunch & Learns
- Process Improvement Initiatives
- Credentials & Licensures



Quality Programs Summary



Organizational Alignment & Oversight

- Steering Committee and Executive Sponsorship
- Aligned and engaged stakeholders
- Defined Roles and Responsibilities
- Collaborative



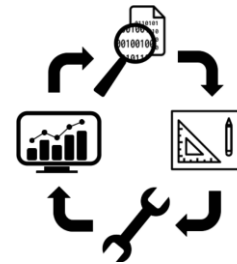
Security & Risk Processes

- Risk Assessment
- Cyber Security Measures
- Access & Enablement



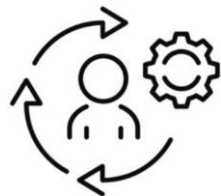
Policy & Procedures

- Governance
- Operations
- Relevant
- Regular Review



Data Quality & Management

- Document & Collect
- Validate
- Review & Report
- PDSA



Change Management Process

- Request & Request
- Document
- Implementation



Training & Education

- Standardized
- Validate Skill Set
- Teamwork & Collaboration
- Consistent

Quality Programs References & Resources

CHCANYS Data Security

<https://www.chcanys.org/chc-resources/clinical-technology-resources/health-it/data-security>

NCQA - Measures

<https://www.ncqa.org/programs/health-care-providers-practices/patient-centered-medical-home-pcmh/pcmh-standardized-measurement/>

HealthIT.gov

<https://www.healthit.gov/topic/privacy-security-and-hipaa/security-risk-assessment-tool>

Healthcare & Public Health Sector Coordinating Council

<https://healthsectorcouncil.org/wp-content/uploads/2018/12/tech-vol1-508.pdf>

National Coordinator for Critical Infrastructure Security and Resilience

<https://www.cisa.gov/cross-sector-cybersecurity-performance-goals>

Assistant Secretary for Technology Policy/Office of the National Coordinator for Health IT

<https://www.healthit.gov/>

PCI Security Standards Council

<https://www.pcisecuritystandards.org/>

Medicare Learning Network

<https://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnproducts/downloads/hipaaprivacyandsecurity.pdf>

National Society of Leadership and Success

<https://www.nsls.org/goal-setting-techniques>

AAPC

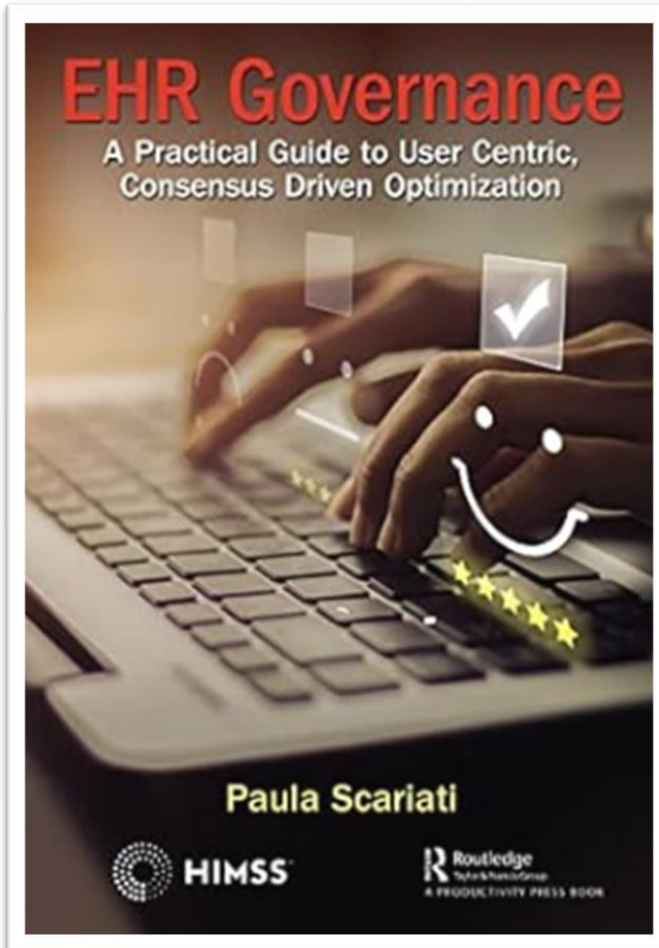
<https://www.aapc.com/resources/what-is-medical-auditing>

Federal Tort Claims Act

<https://bphc.hrsa.gov/compliance/ftca/site-visit-protocol>

HRSA Operational Site Visit

<https://bphc.hrsa.gov/compliance/compliance-manual>





Q & A

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WWW.LINKEDIN.COM/IN/JACQUELINESIMIK/



Questions?





Please fill out our survey!

Please share your feedback using the survey link in the chat, the QR code, or the link in the follow up email!

Completing the survey helps us to provide relevant and helpful information. Thank you in advance!





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