

HOME CARE QUALITY ASSURANCE (QA) TRAINING MANUAL

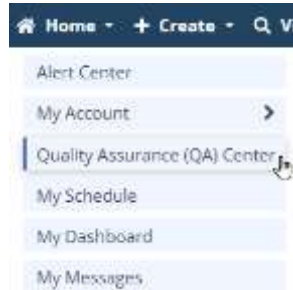
December 2022

Table of Contents

QUALITY ASSURANCE (QA) CENTER OVERVIEW.....	3
QA CENTER NAVIGATION	4
QUALITY ASSURANCE PROCESS.....	4
STICKY NOTE TYPES	7
UPDATING RETURNED TASKS.....	7
HELP CENTER.....	9

QUALITY ASSURANCE (QA) CENTER OVERVIEW

Home/Quality Assurance (QA) Center



The QA Center is where the QA staff processes clinical documentation. QA staff can view, edit, approve and return documents from within the QA Center.

Clinical documentation that passes through the QA Center includes, but is not limited to clinical notes, OASIS assessments, plans of care, interim orders, summaries and infection and incident reports.

To better narrow results, the QA staff can also adjust the client's status, date range or grouping to view tasks by client, date, task or clinician.

The information can be exported to Microsoft Excel for further analysis.



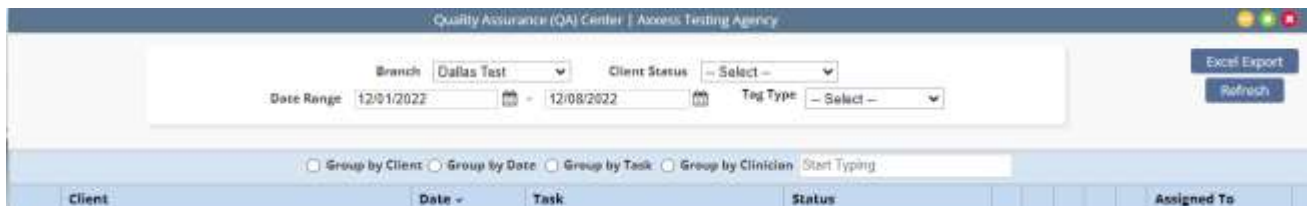
Client	Date	Task	Status	Assigned To
SAU, FRED	10/01/2021	Physician Face-to-Face Encounter	Submitted (Pending QA Review)	Felice Rossaro RN
ROE, RUDOLF	10/01/2021	Physician Face-to-Face Encounter	Submitted (Pending QA Review)	Felice Rossaro RN
SADILLA, TERRY T	10/01/2021	Incident/Accident Log	Submitted With Signature	Charlene Sadilla RN
ROSEBARD, ANN	10/01/2021	Skilled Nurse Visit RR	Submitted With Signature	Felice Rossaro RN
STARR, TONY	10/01/2021	Skilled Nurse Visit - Home	Submitted With Signature	Eric Stone RN
DAMBOZNY, WOLUWA	10/01/2021	Physician Order	Submitted With Signature	Cristian Rosales RN
BREES, DREW	10/01/2021	Medical Care/Visit Note	Submitted With Signature	Melisa Gonzalez RN
SALVATORE, DEY	10/02/2021	OT Eval - RR	Submitted With Signature	Angel Maggolo RN
KOSALING, ANN	10/02/2021	Home Visit WSN - RA	Submitted With Signature	Felice Rossaro RN

QA CENTER NAVIGATION

When a clinician completes documentation, tasks will appear in the QA Center to be reviewed by the QA nurse or DON.

NOTE: Organizations may elect to bypass this process for specific clinicians by selecting **Bypass QA Center in user permissions.**

By default, the QA Center will not display pending tasks ready for review; they must be generated.



- Branch - Filters by location or branch (if more than one).
- Client Status - Choose between active, discharge, pending, non-admit deprecated, referral and hospitalized.
- Date Range - Filters for specific task event dates, either write in or select the calendar.
- Tag Type - Choose from employee or client.
- Refresh - Refreshes the table once new filter items are selected.
- Group by Client/Date/Task/Clinician - Sorts the QA Task list by the user-selected option.
- Search - Enables users to search for a specific task by client, date, task and/or clinician by typing in the free text space.
- Excel Export - Allows the user to export the displayed list to an Excel spreadsheet.

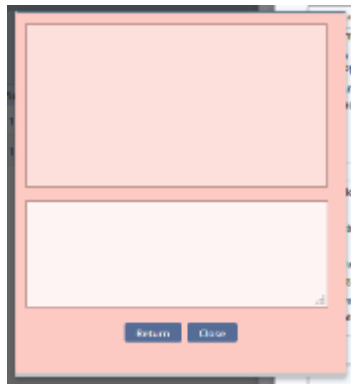
QUALITY ASSURANCE PROCESS

To complete QA review, select the appropriate client and task. By selecting the task name, a preview version will load where users can **View Plan of Care** (when applicable), **Edit**, **Approve**, **Return**, **Download** or **Print**.

	Client	Date	Task	Status
<input type="checkbox"/>	GREEN, JOHN	10/05/2021	SN Pediatric Assessment	Completed (Pending QA Review)
<input type="checkbox"/>	GREEN, JOHN	10/05/2021	Pediatric Plan of Care	Submitted (Pending QA Review)
<input type="checkbox"/>	CLARKE, REIZA	10/05/2021	Infection Log	Submitted With Signature

Agency Information Access Testing Agency 28000 Dallas Parkway Suite 1000 DALLAS TX 75248-1288 (214) 332-7722 (Office) (781) 701-7078 (Fax)		Order #: 637251 HOME HEALTH CERTIFICATION AND PLAN OF CARE	
Patient Hl Claim No. 08/11/2021	Start of Care Date 08/11/2021	Certification Period 08/11/2021 - 10/09/2021	Medical Record No. 0C081221
Patient Name, Date of Birth, Sex, Address, and Phone Number Green, John 04/08/2002 Female 26005 Dallas Pkwy Dallas, TX 75248 Mobile:		Physician Name and Address Knutson, Jonathan NP: 8797978978 5630 S Bark St Suite 1201 Lincoln NE 68518 (402) 488-1100 (Office) (402) 698-5598 (Fax)	
Advanced Directives No Advanced Directives		Caregiver Status There is no data for this section	
Psychosocial Status Barriers to Health Status (Multiple co-morbidities)			
Emergency Preparedness Emergency Triage: 4. This/It could be postponed 72-96 hours without adverse effects (e.g., post-op with no open wound, anticipated discharge within the next 10-14 days, routine lab/diag changes)			
Medications: Dose/Frequency/Route (New (Changed) (Unchanged) There is no data for this section			
ICD-10 CM Primary Diagnosis J99.02 Acute respiratory failure, total w/ hypoxia or hypercapnia			
Surgical Procedure			
ICD-10 CM Other Diagnosis Z91.0 Incontinence status G40.901 Epilepsy, unspecified, not intractable, with status epilepticus S81.9 Post-traumatic hydrocephalus, unspecified I27.20 Pulmonary hypertension, systemic (Ech) P27.1 Bronchopulmonary dysplasia origin in the perinatal period M90.80 Osteopathy w/ diseases classified elsewhere, unspecified P82.2 Slow loading of newborn Z3A.24 24 weeks gestation of pregnancy P52.21 Intraventricular hemorrhage, grade 3, of newborn H92.93 Unspecified hearing loss, bilateral Z83.12 Dependence on respirator [ventilator] status Z93.1 Gastrostomy status			
[Edit] [Approve] [Return] [Download] [Print] [Close]			

- View Plan of Care (POC) - Option to view the POC when applicable to a specific task (not pictured).
- Edit - Enables the QA nurse to edit task documentation. This option should only be used if the QA nurse is the same clinician completing the documentation.
- Approve - Processes the documentation to completed status.
- Download - Will ask where the user would like to save the PDF on the computer.
- Print - Enables the user to print the documentation.
- Return - To return documentation back to the clinician for requested updates. If returning documentation, the QA nurse should clarify why the document is being returned (below).



The clinician will then be notified on their dashboard and an orange paper icon will appear in the notes column.

Past-Due Visits (2)

- OPEN

10/19/2021 - 10 days ago
JAMIE SCOTT
 Skilled Nurse Visit
 Trinity Home Health Agency
Home Health
- OPEN

10/20/2021 - 7 days ago
JAMIE SCOTT
 Skilled Nurse Visit
 Trinity Home Health Agency
Home Health

Alerts (1)

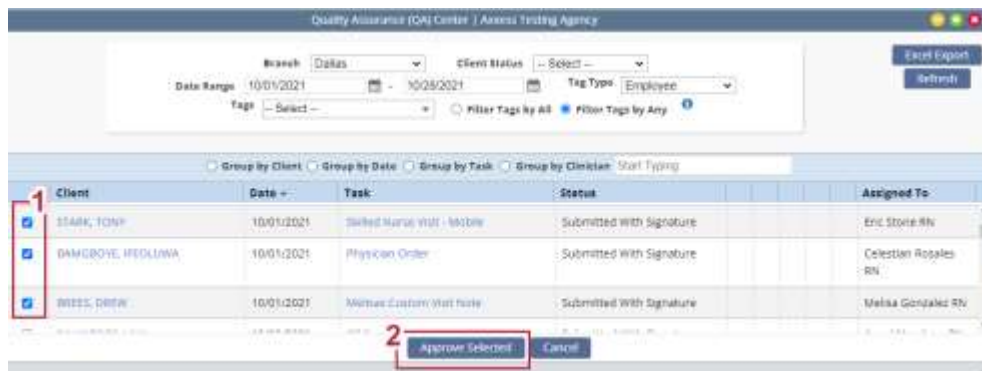
OPEN

RN Monthly Visit Note 00299 - Returned for Clinician Signature
JIMMY SCOTT
 Schedule Date: 10/19/2021
 Access: Trinity Health Agency
Home Care

Stephanie Jacinto RN

Returned for Clinician Signature

To approve multiple tasks, the QA nurse must multi-select using the checkboxes on the left side of the screen. Once selected, the option to **Approve Selected** is available.



Client	Date	Task	Status	Assigned To
<input checked="" type="checkbox"/> STARK, TONY	10/01/2021	Skilled Nurse Visit - Mobile	Submitted With Signature	Eric Stone RN
<input checked="" type="checkbox"/> DAMBOYE, MEDUANA	10/01/2021	Physician Order	Submitted With Signature	Celestina Rogales RN
<input checked="" type="checkbox"/> WISS, DREW	10/01/2021	Melissa Custom Visit note	Submitted With Signature	Melissa Gonzalez RN

STICKY NOTE TYPES

Within the grid, the user will see four types of sticky notes that are color-coded according to type and purpose.



- **Red** - Notes a missed visit.
- **Blue** - Notes related to the entire care period.
- **Yellow** - Notes related to a specific task.
- **Orange** - Notes related to a task that has been returned for review.

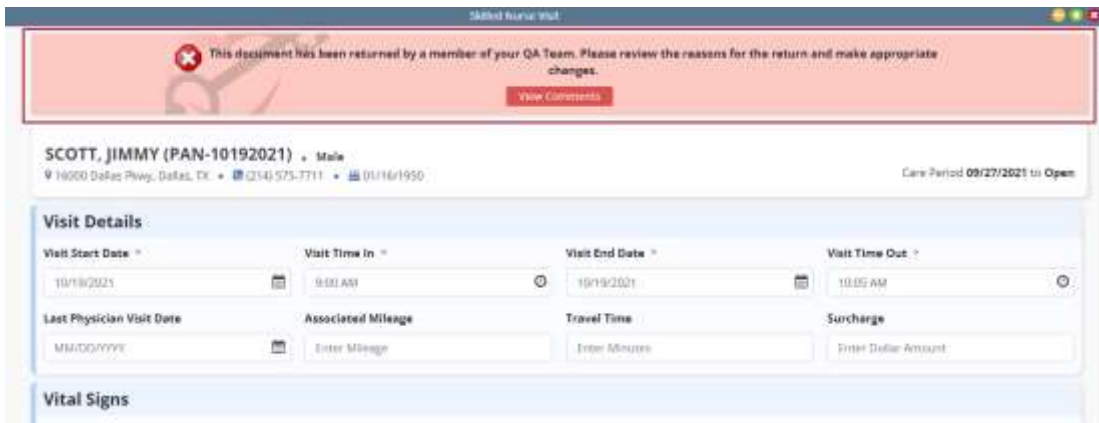


UPDATING RETURNED TASKS

If a document is returned, the clinician will be able to update and resubmit directly from the client chart screen, schedule center or mobile device.



Selecting the task will reopen the document and alert the clinician that the task has been returned by the QA team. The clinician will also have a link to view the comments and reply/respond to the QA team.



This document has been returned by a member of your QA Team. Please review the reasons for the return and make appropriate changes.

[View Comments](#)

SCOTT, JIMMY (PAN-10192021) • Male
16000 Dallas Pkwy, Dallas, TX • (214) 575-7711 • 01/16/1950
Care Period: 09/27/2021 to Open

Visit Details

Visit Start Date *	Visit Time In *	Visit End Date *	Visit Time Out *
10/19/2021	9:00 AM	10/19/2021	10:00 AM

Last Physician Visit Date	Associated Mileage	Travel Time	Surcharge
MM/DD/YYYY	Enter Mileage	Enter Minutes	Enter Dollar Amount

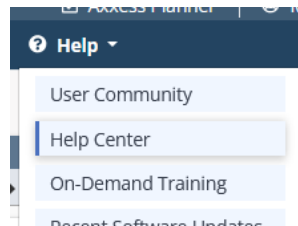
Vital Signs

Once the clinician completes their review/updates, the task will repopulate back in the QA center for QA Review.

HELP CENTER

Help/Help Center

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos of all of Axxess' products. It can be accessed by going to:



Or also available at <https://www.axxess.com/help/>

