

HOSPICE QUALITY ASSURANCE (QA) OVERVIEW QUICK REFERENCE GUIDE

August 2023

Table of Contents

QUALITY ASSURANCE (QA) CENTER OVERVIEW.....	2
QUALITY ASSURANCE PROCESS.....	4
UPDATING RETURNED TASKS.....	5
HELP CENTER.....	5

QUALITY ASSURANCE (QA) CENTER OVERVIEW

Home/Quality Assurance (QA) Center

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

NOTE: Organizations may elect to bypass this process for specific clinicians by selecting 'Bypass QA Center' in their user permission. If 'Selected any Task to Bypass QA' is selected those tasks will not appear in QA.

By default, the QA Center will display all pending tasks ready for review. Each column is also able to be arranged in ascending or descending order. Filter by the following options:

- Search - Enables users to search for a specific Patient Name or MRN.
- Patient Status - Filter by active, discharged, pending, non-admitted or deceased.
- Branches - Filters by branch (if more than one).
- Date Range - Filters for specific task event dates. Either type in or select the calendar.
- Task Status - Filters by Pending or Returned Task status.
- Tasks - Search through the list of tasks or scroll down to select checkboxes for the corresponding task(s).
- Tags - Search through the list of tags or scroll down to select checkboxes for corresponding tag(s).
- Group By - Sorts the QA Task list by patient, event date, task name or assigned to.
- Export - Enables the user to export the displayed list to an Excel document.

The dashboard to the right will display a pie graph of Pending and Returned items by Task and by Discipline numbers. Selected Task Status portion of the graph to filter for that status.

INFECTION REPORTS

The **Infection Reports** tab houses all infection reports that have been completed for the organization. View all the reports pending or returned from QA. The filters and search options are the same as the **Tasks** tab.

- Select the title of an infection report to review.
- Select **Approve** to approve the infection report or select **Return** to return the document for review and correction.


- When viewing a returned infection report, select **Message User** to send a message to the assigned user identifying the necessary corrections. The message will go directly to the user through the secure Message Center.

QUALITY ASSURANCE PROCESS

To complete QA review, select the appropriate patient and task. By selecting the task name, a preview version will load where users can approve or return a task.

NOTE: Selecting the patient name will automatically open the patient chart.

The four options when reviewing tasks are:

- Back to QA Center - Returns the user to the QA Center.
- Approve - Processes the documentation to a completed status.
- Return - To return documentation back to the clinician for requested updates. If returning documentation, the Clinical Manager/Supervisor/DON should provide clarification as to why the document is being returned using the Messaging Center. The clinician will then be notified through the Messaging Center.
- Message User - Send a message to the assigned user of the task.
 - A message box will generate under the document.
 - Compose the message.
 - Select .
 - Select **Return**.

To approve or return multiple Tasks:

1. Select check box(es).
2. Select **Approve Selected** or **Return Selected**.

UPDATING RETURNED TASKS

If a document is returned, the clinician will be able to update and resubmit directly from the patient chart screen or schedule center. Tasks listed as “Returned For Review” are ready for edits.

1. Select the task to reopen the document.
2. Go to the Message Center to view comments regarding the document and reply/respond back about the editing request.

3. Direct hyperlinks to visit or patient chart to make edits and/or review in the message.
4. After updates, sign and complete the document to be sent back to QA for approval.

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 on all our Axxess products. Our Help Center can be accessed by selecting *Help/Help Center* or <https://www.axxess.com/help/>

