



Use of Live Meeting* to Conduct Interactive Quality Review of Data from a Multi-campus Healthcare System



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Background: Visual review of incoming abstracts is needed to identify non-edit coding errors. Returning written feedback to individual abstractors before a large facility submits its next data file can be challenging in the face of central cancer registry (CCR) staffing cuts.

Purpose: Streamline the feedback process to a multi-abstractor facility by addressing non-edit quality issues via an interactive group forum.

Problem

- A large reporting institution acquired several free-standing facilities and began reporting their eligible cancer cases under the auspices of the parent institution
- While improving case completeness, this added significantly to MCR-ARC's quality assurance (QA) workload
- MCR's quality review of the initial data submission was very detailed and identified several issues needing educational input
- Explaining errors in writing and citing individuals was time-consuming and repetitive when comments applied to multiple abstractors. The process needed to be streamlined

Solution

The parent institution's registry supervisor invited MCR to participate in its staff meeting. Using Live Meeting software to remotely provide a "batch" feedback report seemed a natural fit that eliminated the need for travel to their site.

1) The first hour-long session focused on specific quality issues found during non-edit review of the incoming data file. De-identified screen shots from Prep Plus displays illustrated quality issues in the facility's cases

- Using a live interactive forum to facilitate the feedback process allowed for quicker resolution of questions for both parties and provided the opportunity to ensure participants had a clear understanding of QA findings
- Another advantage of using Live Meeting was that all participants got exactly the same information at exactly the same time which should promote greater reliability in abstracting of the data items discussed

2) A later demonstration of MCR's QA processes showed abstractors ways to identify and correct errors proactively prior to submitting case files. This presentation was followed by a general question and answer session

Results

- Sessions were well-received. Participants asked numerous questions
- There was consensus among participants and presenters that sessions were very helpful
- There was also general agreement that sessions should be held regularly
- Abstractors would like to broaden the process and proactively review difficult cases that they preselect.
- Recent file submissions show improvement.
- Both coding and text entries contain fewer errors

Conclusions

Live Meeting software allowed MCR staff virtually to attend a multi-campus reporting institution's staff meeting and present training for particular problems with their submissions. The interactive format allowed questions specific to the registrars' needs with discussion until understanding was achieved. Results indicate Live Meeting can be a useful and cost effective tool.

* **Live Meeting** is a Microsoft Office web conferencing solution that spans multiple applications, provided free of charge by the CDC to NPCR-funded CCRs for their use. MCR-ARC staff have used this software for a number of years to present monthly general interest educational webinars; see our recordings and schedule at: <http://mcr.umh.edu/mcr-education.php>

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