



Our Experience with **OUTSOURCING DATA ABSTRACTION**



History

- » Hospital Administration
 - » Centralized all quality initiatives under one department
 - » Decision made to outsource data collection for all registries, including trauma
 - » Contract had been signed



Registry Chapter

Orange Book

- » Registrar is a vital and integral part of the team
- » Registrar works closely with TPM and TMD
- » Registry is an important tool with detailed, reliable, and readily accessible information

Off-site or contract management of the trauma registrar is not viewed by the ACS COT as optimal



Plan

- » Agreed to abstract 50 cases/week
- » Initially hired 6 staff members – all experienced
- » Orientation by advanced trainers within their own company
- » Additional orientation by our registrar
- » EPIC training completed
- » MTQIP training completed



Number of Cases

» Plan was to complete 50/week



Error Rate



- » Workload of our Registrar increased:
 - » Abstracting cases
 - » Reviewing their cases
 - » Identifying and correcting their errors
 - » Providing education and remediation to their team



Types of Errors



Action Plan

- » More frequent communication and education
- » Daily feedback on errors so they could learn by correcting their own cases
- » Hiring new staff; removing other staff from our account
- » Oversight by Managers/Trainers on their end prior to submitting cases



Results



Summary



Questions

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