

A Rudimentary Survey of Michigan's Trauma Registry Personnel

Administered by the Trauma Registry Leadership Committee

Presented by:
Jane F. Riebe-Rodgers, MPH, CSTR

Registrar Leaders Committee

- Kelly Boudrow – St. Mary's of Michigan (Saginaw)
- Kelly Burns, RHIA, CSTR – Spectrum Health (Grand Rapids)
- Amy Forbes, LVT – Children's Hospital of Michigan (Detroit)
- Susan Huehl, RN, CSTR, CAISS – Henry Ford Allegiance (Jackson)
- Debra Kersey – Ascension Crittenton (Rochester)
- Catherine Levinson, RN, BSN – Beaumont Farmington Hills
- April Pizzo – McLaren Macomb (Mt. Clemens)
- Heather Payton, RN – Beaumont Trenton
- Jane Riebe-Rodgers, MPH, CSTR – C.S. Mott Children's Hospital (Ann Arbor)
- Lauren Vredevelde, RHIA, CSTR – Holland Hospital

94 E-mails
sent

66
Responses

70%
participation

Two Questions...

What is your
biggest
challenge as a
Trauma Registrar?

What suggestion do
you have to, fix,
alleviate, or expedite
this challenge?

8 areas were
identified as
challenges

#8 – Other (7.5%)

- Lack of consistency in charts
- Identifying complications
- Unable to commit enough time to the registry
- Work environment is often not conducive to being productive
- Submissions

#7 – TQIP / NTDS Data Dictionary (3%)

#6 – AAAM Coding (4.5%)

#5 – ICD-10 coding (9%)

#4 – Under-Staffed (9%)

#3 – Creating Reports (12%)
(45.5%)

#2 – Missing Documentation (26%)

#1 – Staying Concurrent (27%)

#8 – Other

- Lack of consistency in charts (1.5%)
- Identifying complications (1.5%)
- Unable to commit enough time to the registry (1.5%)
- Work environment is often not conducive to being productive (1.5%)
- Submissions (1.5%)

#7 – TQIP / NTDS Data dictionary (3%)

#6 – AAAM Coding (4.5%)

#5 – ICD-10 coding (9%)

#4 – Under Staffed (9%)

#3 – creating reports (12%)

#2 – missing documentation (26%)

#1 – Staying
Concurrent
(27%)

Suggestions for solutions to issues...

Regarding TQIP / NTDS:

1. Ask for clearer language
2. Ask for rationale for data being collected
3. Communicate staffing issues to Administration

Suggestions for solutions to issues...

Regarding ICD-10 coding:

1. Purchase Trauma Coder
2. Online ICD-10 Course
3. Training

Suggestions for solutions to issues...

Regarding being under-staffed:

1. Get support from the ACS for staffing ratios
2. Re-evaluate work assignments and workload
3. Communicate staffing issues to Administration

Suggestions for solutions to issues...

Regarding Creating Reports:

1. Offer a report writer class
2. Attend the software vendor's annual conference
3. Use canned reports
4. Practice
5. Ask others for help

Suggestions for solutions to issues...

Regarding Missing Documentation:

1. Education of:
 - Physicians (including residents and PA's)
 - Nurses
 - Staff creating documentation
2. Hold people accountable for documentation
3. Have hospital go paperless with timely scanning of documentation

Suggestions for solutions to issues...

Regarding Staying Concurrent:

1. Communicate with physicians on the importance of timely documentation
2. Increase the number of FTEs dedicated to the registry
3. Allow flexibility in work schedule
4. Better distribution of workload
5. Streamline processes
6. Work smarter



Pitcher + Catcher = Battery



"Oh, that's a time-saving system we came up with. If we ever forget our user name or password we just look it up on one of the sticky notes."

Success with the trauma registry requires competency in all of these areas:

- Database Management
- Anatomy & Physiology
- Medical Terminology
- Diagnoses and Procedures Coding (ICD-9/ICD-10)
- Abbreviated Injury Scoring (AIS)
- Basic Statistical Measures
- Communication (Verbal and Written)

Expanding the survey

- What is your background? (nurse, EMT, HIMS, IT)
- What is your educational level? (High school, AD, Bachelor's, Master's)
- How many years have you been working with the trauma registry?
- At what level is your facility verified?
- How many cases have been entered into your registry in each of the last 5 years?
- How many FTEs are dedicated to your registry?

Expanding the survey

- Are you a CSTR?
- Are you a CAISS?
- What registry software do you use?
- Have you been trained in ICD-10?
- Have you been trained in the application of AIS by AAAM?
- How often do you attend your software vendor's conferences?

Expanding the survey

- Do you have an avenue for expressing your concerns?
- Are your concerns taken seriously?
- Do you get regular feedback on your performance?
- Does your supervisor truly know what you do?
- Is your work area conducive to being productive?
- How often do you attend your software vendor's conferences?

I am **NOT** just a data entry clerk

Everything with the registry takes longer than you realize

It is mostly **NOT** just a matter of pushing a button

There **IS** a limit as to how much additional work I can take on and still meet submission deadlines