

MILLE LACS BAND OF OJIBWE POLICY & PROCEDURE

Department: Administration Services-Health
Information Management

Policy Number: HHS-ADM-HIM 3402


Policy Title: Document Scanning Imaging Quality Assurance

Attachments:

Date: Revised by: Stacy Hopkins/Holly Hunter, 11/2019

Approved by: 
Jan Manary, Executive Director of HHS

Date: 12.2.19

Approved by: 
Nicole Anderson, Commissioner of HHS

Date: 12-3-2019

POLICY STATEMENT: Mille Lacs Band Health and Human Services is committed to accurate, complete, and legible documentation. Therefore it is deemed necessary to conduct quality assurance reviews of our scanned documentation.

PURPOSE: The purpose of this policy is to assure accurate, complete and legible documentation is required for a medical record.

PROCEDURE: The scanning QA team will meet to review scanned documents. The scanned documents will be reviewed as follows.

1. Document imaging report will be run from VistA for each facility to identify all scanned documents.
2. A percentage or an absolute number of the scanned documents of each scanning specialist, per division, will be reviewed for quality. This will include review of patient identification accuracy, note title accuracy, document positioning, document legibility, and proper use of resolution to enhance the image quality. As well as the proper use of stamping.
3. If accuracy is insufficient, the sample size will be increased for a more focused review until the problem is resolved.
4. Documents that have been identified as insufficient may be sent back to the scanner to rescan.
5. The results of the audits will be reported to HHS Leadership, as needed.

When new scanning staff start, images will be checked for quality and will meet necessary standards, as stated below:

Clinical Documents: During the first 3 months 100% of scanning will be monitored for quality. If quality is greater than 95%, quality monitoring will be reduced to 75% documents checked for 3 months. After the first 6 months and thereafter 25% will be checked as long as accuracy is maintained at 95%. All new scanning specialists will have 100% checks until they achieve 95% accuracy for 3 months.

Administrative Documents: During the first 3 months 100% of scanning will be monitored for quality. If quality is greater than 95%, quality monitoring will be reduced to 25% documents checked. Accuracy must remain at 95%.

MILLE LACS BAND OF OJIBWE POLICY & PROCEDURE

| | |
|--------------------------------------------|-----------|
| Internal and/or External References | |
| | |
| Compliance - Posting Date | 12/3/2019 |
| | |
| Next Review - Due Date | 12/3/2022 |