



## Check Your 6!

Owning Abstract Quality




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## Objectives

- Enhance Skills and Knowledge
- Deliberate Data Entry
- Methodology for review beyond edits




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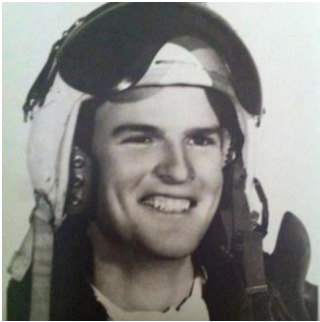
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## Enhancing Skills and Knowledge




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## Analytical Thinking

- ▶ Ability to collect and analyze information and make decisions
- ▶ Problem solving and using logical steps before making judgement
- ▶ Decide between useful and less useful facts
- ▶ Observing patterns and interpreting data

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## Improving Analytical Skills

- ▶ Be observant
  - See how many details you remember later
- ▶ Reading
- ▶ Practicing math skills
  - Sudoku
- ▶ Playing brain games
  - Backgammon
  - Puzzles




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## Creative Thinking

- ▶ Ability to perceive that which is not obvious to others
- ▶ Create new ways to complete tasks and meet challenges with existing resources
- ▶ Brainstorming to come up with new ideas




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## Improving Creative Skills

- ▶ Allow distractions and random thoughts
- ▶ Take a break and walk away
- ▶ Make new connections and see something differently
- ▶ Visit someplace completely new and different
- ▶ Ask new questions, be curious
- ▶ Get out of "it's always been done this way" mode




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## Clerical Skills

- ▶ Attention to detail and following the process
- ▶ Computer skills
  - MS Office
  - EMR
  - Registry Software
  - Email
  - Navigating the Internet
- ▶ Organization
  - Physical and mental
  - Time Management




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## Technical Skills

- ▶ Database management
- ▶ Boolean search/report writing
- ▶ Data mining
- ▶ Security/confidentiality

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## Improving Clerical/Technical Skills

- ▶ Google and YouTube
- ▶ Read the instruction manual
- ▶ Take a course
- ▶ Ask your child/grandchild
- ▶ Minimize interruptions and alerts
- ▶ Learn to delegate

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## Communication

- Interpersonal
  - One on one
  - Small Group
  - Listening
- Nonverbal
  - Gestures
  - Facial expressions
- Written
  - P&Ps
  - Emails




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## Improving Communication Skills

- Become a good listener
- Be aware of non-verbal communication
- Take business communications course
- R-A-G-G-M-O-P-P
- Check your email/text before sending
- Use the telephone first, and SMILE

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## Customer Service

- Directors/managers
- Physicians
- Patients
- Other departments
- Other facilities
- State registries
- Standard setters

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## Improving Customer Service Skills

- Forget the Golden Rule!
- Respond quickly
- It probably isn't about you
- Don't take yourself so seriously
- Slow down and listen
- Take a "what I am hearing you say is" approach




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## Improving Customer Skills (cont.)

- Never assume what others are thinking
- Accept feedback
- Understand expectations
- Always stay positive, smile when you speak (even on the phone!)
- Turn negative conversations around
- Don't forget to follow-up




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## Leadership

- Making big decisions
- Resolving conflict
- Delegating
- Planning
- Managing
  - Processes
  - People
  - Resources




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## Improving Leadership Skills

- There is always room for improvement
- Own up to mistakes
- If you win then someone loses
- Be a leader outside of work
- Take advantage of employer training




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## Incorporating Goals

- SMART
- Focus on the result
- Achieve then reward
- State the positive
- Place goal at the top of a to-do list




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## Deliberate Data Entry




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## State-Specific Requirements

- Reportable list
- State-required data items
- Edits
- Timeliness
- SEER vs. NPCR vs. CoC

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## Text

- Documentation to support coding
- Who, What, Where, When
- NAACCR recommended abbreviation list
- NAACCR data dictionary
  - Suggestions for Text
- Text – DX Proc – OP
  - Do NOT duplicate surgery text
  - All surgical procedures that provide information *for staging*

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## Benefit of Good Text

- Ease of QC activities
- Support facility CoC standards compliance
- Support Survivorship Care Plans
- Cancer Registry creditability
- Job Security – so far a computer cannot perform this function!




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## Survivorship Care Plan

- ▶ Palliative vs. Curative
- ▶ Date when treatment will end
- ▶ Physician providing cancer treatment




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## NCDB Strategies

- ▶ Date of diagnosis
  - Ambiguous terms
- ▶ Class of case
  - 10's and 20's
  - Hospital referred from/to
- ▶ Secondary Diagnoses Codes
- ▶ Readmission same Hosp 30 days
- ▶ Treatment
  - Use quality measures and treatment guidelines
- ▶ Last date contact

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## If Then

- ▶ If diagnosed at your facility – date of diagnosis, county/state at diagnosis
- ▶ Surgery at your facility – name of Surgeon
- ▶ Class of case 14 – surgical procedure/other site should be known
- ▶ If radiation at your facility – all radiation fields should be known
  - Same for chemotherapy

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## Hospital Needs

- ▶ Physicians
  - Research
  - Journal articles
- ▶ Administration
  - Referral patterns
  - Facility purchases
- ▶ Other departments
  - Clinical trials
  - Navigators
  - Survivorship

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## Planning for the Future

- ▶ Count on changes
- ▶ Staffing needs
- ▶ New references
- ▶ Expect the unexpected




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## Other Resources

- ▶ SEER\*RX
- ▶ Registrar Staging Assistant (SEER\*RSA)
- ▶ SEER Program Coding Manual
- ▶ Ask a SEER Registrar
- ▶ NCI Understanding Laboratory Testing
- ▶ Other state registry newsletters
  - Q&A
  - Quizzes
  - Tips and Hints




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## Methodology Beyond Edits




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## Validity

- ▶ Registrars are credentialed, qualified and properly supervised
- ▶ Any data with errors are corrected
- ▶ Reports are routinely run on known data collection problems
- ▶ Steps are taken to avoid data entry errors
- ▶ Data quality issues are included in final reports




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## Reliability

- Data collection manual from Central Registry and Commission on Cancer are utilized
- Cancer Registry Policies and procedures are up to date and available to staff
- Quality control plan is followed and revised when appropriate




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## Timeliness

- Quality information is accurate, relevant and timely
- Other than year with changes, six month lag is not ideal
- Registry data is backed up routinely and updates are applied when available




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## Precision

- Duplicated patients and primaries are regularly searched and investigated
- Casefinding includes all resources
  - Pathology/cytology
  - Disease indices
  - Radiation oncology
  - Infusion/outpatient departments
  - Radiology/imaging




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## Integrity

- ▶ Permissions to add/change/delete is limited to key personnel
- ▶ Outside QA review is utilized




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## New References

- SSDI Manual
- Grade Manual
- 2018 ICD-O-3 Histology Revisions
- 2018 Solid Tumor Rules (formerly MP/H Rules)
- Summary Stage 2018 Manual
- Updated Hematopoietic and Lymphoid Neoplasm Database
- CoC STORE Manual (should be out by end of June)

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## References

- Things Change.ppt by Jennifer Rohleder
- NCDB Completeness & Default Overuse Report CoC
  - Ask a SEER Registrar
    - [www.naaccr.org](http://www.naaccr.org)
    - [Seer.cancer.gov](http://seer.cancer.gov)
- Data Quality Assessment Checklist USAID From the American People

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