

FIMR Basics Training Case Preparation and Review

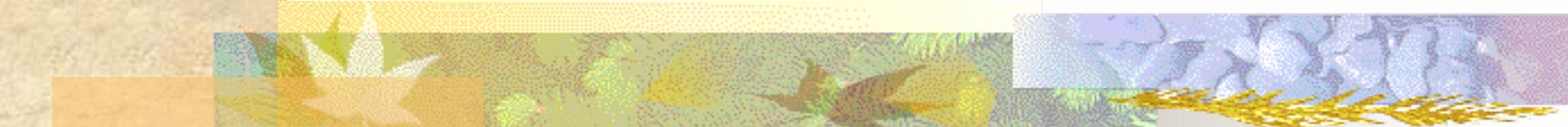


The Maryland Department
of
Health and Mental Hygiene



Preparing for Case Review

- Choose Case Review Team members
- Gather information
- Decide which cases to review
- Prepare for review meeting



Case Review Team Composition

- Multidisciplinary
 - Broad representation is required to assure that systems issues, especially non-medical issues, can be identified in the process
- Expertise from the following areas should be represented on the team:
 - Clinicians – Physicians, specialists (as needed basis) nurse practitioners, certified nurse midwives, OB nurses, licensed social workers, etc...



Team Composition (cont'd)

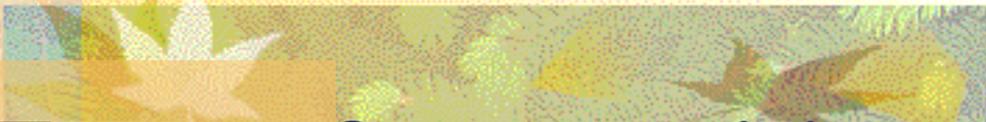
- Representatives from:
 - Hospitals, community clinics, health department, substance abuse treatment, family planning and mental health services, allied health professionals
 - PTA's, corporations, community and civic organizations
 - Funeral services, bereavement support groups, religious organizations



Team Composition- Staff

- FIMR Coordinator:

- Health department representative- MCH
- Correspondence with team members
- Schedule/arrange meetings
- Prepare cases for CRT meetings
- Track cases/data
- Case abstraction, maternal interview, and/or meeting facilitation



Team Composition- Value of a Meeting Chair

- Someone who can represent health department or hospital- leadership role
- Creditable expert in the field- can recruit team members, is influential
- Can convene leaders/stakeholders for community action
- FIMR communications- formal letters to physicians/hospitals, sharing of findings



Gathering Information to Tell the Story

- Process of gathering information on a case requires “investigative work”:
 - Identifying visits that the woman had during her pregnancy with health care providers
 - Abstracting records



Gathering Information (cont'd)

- Sources of information include:
 - Birth and death certificates - Vital Statistics
 - Medical records
 - Hospital - delivery, transfer, infant death, ER visit
 - Prenatal Care Provider – clinic or private practice, MCOs
 - Maternal interviews
 - Case management programs
 - Other



Obtaining Medical Records

- Time consuming process
- Request must be made in writing on Health Department letterhead
- Allow time for records to be pulled
- Medical Records Department will notify you when records are ready for review. Appointment can then be made to review records.
- Best to form relationship with hospital, to make the process easier



Determine What Cases to Review

- Not all deaths need or should be taken to FIMR case review team
- Inappropriate cases for review: terminations, homicides
- CFR cases



Preparing the Case History

- Case History Template (Med Abstraction)
 - Tool for abstracting medical records
 - Provides summary of the case for presentation to the CRT – All information of relevance to the case.
 - Customized version available for congenital syphilis
 - Separate page for baby #2, etc... in multiple gestation cases



Case History – Key Points

- Cases must be de-identified before final Case History is distributed at the meeting
- Incorporate all available information to provide the most complete picture
- Be sure times of admission and delivery are documented



Case History – Key Points (cont'd)

- Incorporating maternal interview findings
 - Adds depth and valuable information to the case review process, although it is not essential to this process
 - Allows mother's "voice" to be heard



Case History – Key Points (cont'd)

- Tips to getting a maternal interview:
 - Include info in hospital bereavement packet
 - Ideal is to contact within 6 months
 - Send a request letter (after cause of death has been determined)
 - Allow mom to choose time and location-encourage private setting
 - Offer incentive



Case History – Key Points (cont'd)

- Options for incorporating the maternal interview
 - Insert key points or findings from the maternal interview into relevant sections of the Case History Form
 - Attach as a separate document to the Case History Form
 - May be difficult to check information against Case History Form



Conducting the Case Review Meeting

- Before the meeting:
 - Determine whether experts not on the CRT need to be present
 - Send meeting notice to confirm meeting date/time/place
 - Determine who will facilitate the meeting
 - FIMR Coordinator
 - Chair
 - Other designated person



Case Review Meeting (cont'd)

- During the meeting:
 - Review confidentiality- have participants sign confidentiality statement
 - Present the case using the Case History Form
 - Clarify technical terms for all members
 - Describe sequence – make sure cause of death is clear



Case Review Meeting (cont'd)

- Distribute the Case Discussion Guide
- Use the Case Discussion Guide to:
 - Identify factors that contributed to poor outcome.
 - Identify systems issues – breakdowns that occurred in the delivery of care.
 - Formulate recommendations – focus on missed opportunities, best practices.



Case Review Meeting – Key Points

- All case information is de-identified.
 - Identity of the woman, her caregivers, and institutions are all removed from Case History before a case is reviewed.
 - Cases must be treated anonymously to ensure that the focus is on systems issues.
 - When a review team member acknowledges that he/she knows the patient, physician, or hospital under discussion, the facilitator should remind the group of the principle of anonymity that applies to FIMR.



Case Review Meeting – Key Points (cont'd)

- Purpose of the review is to develop general recommendations, not individual case management and follow-up.
- Listen to the mother – her perception of events is critical to understanding what happened.
- Develop recommendations and come to a consensus before the meeting adjourns.



Case Review Meeting Follow-up

- Following the meeting:
 - Collect all forms pertaining to the case-shred documents
 - Summarize key discussion points using the Case Review Summary Form
 - Submit copies of the FIMR sign-in sheet, and meeting agenda to DHMH's Joan Patterson, via e-mail (Joan.Patterson@maryland.gov)
 - Prepare recommendations for community action



Alternatives to Case Review

- Use meeting time for community action.
- Brief speakers - discuss issues that have come up in case review.
- Combine cases on a certain topic to have a more thorough discussion.