

## Disease Specific Care Two-Day Certification Review Agenda

Please refer to the Disease Specific Care Review Process Guide for additional information.  
All times are local.

DAY ONE	Activity	Organization Participants
8:00-9:00 am	<b>Opening Conference</b> <ul style="list-style-type: none"> <li>Reviewer will begin this session with a few remarks and introduction of themselves, followed by an introduction of the program staff</li> <li>Next, hospital and/or program leadership will present an orientation to Program. Topics to be covered include: <ul style="list-style-type: none"> <li>Program leadership</li> <li>Program interdisciplinary team composition</li> <li>Program design and integration into hospital</li> <li>Program mission, vision, and goals of care</li> <li>Population characteristics and needs</li> <li>Diversity, equity, and inclusion efforts</li> <li>Program selection and implementation of Clinical Practice Guidelines (CPGs)</li> <li>Overall program improvements implemented and planned</li> </ul> </li> <li>Presentation will be followed by a brief Q&amp;A</li> <li>Reviewer will end session with: <ul style="list-style-type: none"> <li>Overview of agenda and objectives</li> <li>Dialogue about what the reviewer can do to help make this a meaningful review for the program</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Program Clinical and Administrative Leadership</li> <li>Individuals responsible for performance improvement processes within the program and, as applicable, the organization</li> <li>Others at the discretion of the organization</li> </ul>
9:00–9:30 am	<b>Reviewer Planning Session</b>	Program representative(s) that can facilitate patient selection and tracer activity
9:30 am–12:30 pm	<b>Individual Tracer Activity</b>	Program representative(s) that can facilitate tracer activity
12:30-1:00 pm	<b>Reviewer Lunch</b>	
1:00-4:00 pm	<b>Individual Tracer Activity (cont.)</b>	Program representative(s) that can facilitate tracer activity
4:00-4:30 pm	<b>Team Meeting/Reviewer Planning Session – planning for review day 2</b>	As determined by the organization
DAY TWO	Activity	Organization Participants

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8:00-8:15 am	<b>Daily Briefing</b> A brief summary of the first day's observations will be provided	As determined by the organization
8:15 am-12:00 pm	<b>Individual Tracer Activity (cont.)</b>	Program representative(s) that can facilitate tracer activity
12:00-12:30 pm	<b>Reviewer Lunch</b>	
12:30-1:30 pm	<b>System Tracer–Data Use Session</b>  Discuss how data is used by program to track performance and improve practice and/or outcomes of care  Discuss selected performance measures, including: <ul style="list-style-type: none"> <li>- Selection process</li> <li>- Aspects of care and services and outcomes that measures address</li> <li>- Data collection processes (Four months of data for initial certification and 12 months of data for recertification)</li> <li>- How is data reliability and validity conducted?</li> <li>- Reporting and presentation of data</li> <li>- Improvement opportunities discovered through data analysis</li> <li>- Improvements that have already been implemented or are planned based on performance measurement</li> <li>- Discuss patient satisfaction data, including improvements based on feedback</li> </ul>	Interdisciplinary Team and those involved in Performance Improvement
1:30-2:30 pm	<b>Competence Assessment/Credentialing Process</b> <ul style="list-style-type: none"> <li>• Orientation and training process for program</li> <li>• Methods for assessing competence of practitioners and team members</li> <li>• Inservice and other education and training activities provided to program team members</li> </ul> Review of at least one file per discipline of those staff involved in the program  Provider Files <ul style="list-style-type: none"> <li>• Licensure</li> <li>• DEA Licensure</li> <li>• Most recent reappointment letter</li> <li>• Board certification</li> <li>• Privileges and applicable supporting documents</li> <li>• OPPE or FPPE (two most recent, as applicable)</li> <li>• CME or attestation for CME</li> </ul> Staff Files <ul style="list-style-type: none"> <li>• Licensure (if applicable)</li> <li>• Certification (if applicable)</li> <li>• Job description</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals responsible for Program Education</li> <li>• Medical Staff Office Personnel</li> <li>• Human Resources</li> </ul>

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	<ul style="list-style-type: none"> <li>• Most recent performance evaluation</li> <li>• Program Specific <i>Orientation</i> Education/Competencies</li> <li>• Program Specific <i>Ongoing</i> Education/Competencies</li> </ul>	
2:30-3:00 pm	<p><b>Summary Discussion</b></p> <p>This time will be utilized for a final discussion prior to the reviewer's report preparation and the exit conference. Topics that may be discussed include:</p> <ul style="list-style-type: none"> <li>• Any issues not yet resolved (IOUs)</li> <li>• The identified Requirements For Improvement (RFIs)</li> <li>• What made the review meaningful to the team</li> <li>• Sharing best practices to inspire quality improvement and/or outcomes</li> <li>• Educative activities of value to the program (i.e., knowledge sharing related to CPGs or the latest scientific breakthroughs)</li> <li>• Did I meet the goals of your team today?</li> </ul>	<ul style="list-style-type: none"> <li>• Program Leadership</li> <li>• Others at Program's discretion</li> </ul>
3:00-4:00 pm	<b>Reviewer Report Preparation</b>	
4:00-4:30 pm	<b>Program Exit Conference</b>	<ul style="list-style-type: none"> <li>• Program Leadership</li> <li>• Hospital Leadership</li> <li>• Interdisciplinary Team Members</li> </ul>

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