

REMINDERS & TIPS

HIGH RISK INFANT FOLLOW-UP QUALITY OF CARE INITIATIVE

- 1) **Documents and Resources:** CCS HRIF Program Medical Eligibility Criteria Flow Chart, Manual and Reporting Forms, Reporting System Update Memos and CMS/CCS Program documents are available for download at <http://www.cpqcc.org/perinatal-programs/ccscpqcc-hrif-qci/resource-corner>
- 2) **Data Collection:** Collect data for infants who are discharged to home alive from a CCS NICU / Hospital and meets the CCS HRIF Program Medical Eligibility Criteria.
- 3) **It is the responsibility of the discharging to home** California Children's Services (CCS) Neonatal Intensive Care Unit (NICU) /Hospital **OR** the **last** CCS NICU/Hospital providing care to make the referral to the High Risk Infant Follow-up (HRIF) Program.
- 4) **Direct Reporting System Website Address:** <https://www.ccshrif.org/hrif/signin.action>
- 5) **CPQCC Support Help Tickets:** <http://www.cpqccsupport.org/>
This ticket system is to be used for **all HRIF-QCI issues** (transfers, duplicates, system problems, etc) and **all HRIF Program** related questions and request. **NOTE:** A ticket **MUST** be created in order for HRIF Support to complete any transfers.

Reporting System Access

Website: <http://www.cpqcc.org/>

1. Click the **"HRIF QCI LOG IN"** link - located at the top of the page in the dark grey header
2. **Registered Email Address:** enter your email address
3. **Password:** The temporary password will expire in 30 days
4. Click the **"Sign-in"** button,
5. **Duo Two-Factor Authentication Enrollment Process**, then you will be directed to the **"Update Password"** page to create your own password.

NOTE: Submit a Help Ticket at <http://www.cpqccsupport.org/>, to request access.

Forgot Your Password

Contact HRIF-QCI Reporting System Support to reset your HRIF login password.

Submit a Help Ticket at <http://www.cpqccsupport.org/>

*Required Fields

MUST be entered in order to save web-based entry screens. Saved entry screens can be recalled at a later date to make necessary updates.

Infant NOT CPQCC Eligible

Check the "Infant NOT CPQCC Eligible", if the infant/child **does not** qualify for the CPQCC NICU eligibility criteria (see Appendix F), and therefore **does not** have a CPQCC Network Patient ID Number, enter **"99999"** as the CPQCC Network Patient ID Number.

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CPQCC Reference Number (*Required Field)

Enter the last six-digits of the discharging/referring or birth CCS NICU hospital's Office of Statewide Health Planning and Development (OSHPD) facility code (Appendix E) and the infant/child's CPQCC Network Patient Identification Number from the discharging/referring or birth CCS NICU hospital, where the infant/child was born or admitted within 28 days of birth. **The CCS NICU discharging the infant/child home could also be the same facility referring the infant/child to the HRIF Program.**

The OSHPD facility code and CPQCC Network Patient ID Number **must** match. If you use the birth hospital's OSHPD code then you **must** use the birth hospital's CPQCC Network Patient ID Number.

NOTE: Enter "99999" as the CPQCC Network Patient ID Number **or** check the "Infant NOT CPQCC Eligible" check box, for infants who **did not** qualify for CPQCC NICU eligibility criteria.

Every CPQCC / CCS NICU hospital has a CPQCC data contact person that keeps a record of each patient who meets the CPQCC NICU eligibility criteria (Appendix E). The "**CPQCC & HRIF-QCI Directory**" is available in the Reporting System located under the "Admin" tab => "Update Directory", use this directory to identify the CPQCC data contact person(s) from the discharging/ referring or birth CCS-approved NICU hospital.

NOTE: Enter "00000" as the CPQCC Network Patient ID Number, if you are not sure if the infant met the CPQCC NICU eligibility criteria **or** the CPQCC data contact person is backlogged and, therefore **has not assigned** a CPQCC Network Patient ID Number for the infant. Use the "CPQCC Reference Number Report" to replace assigned CPQCC Network Patient ID Number(s).

NOTE: Enter "77777" as the CPQCC Network Patient ID Number, if the infant met CPQCC NICU eligibility criteria, but **was not assigned** a CPQCC Network Patient ID Number.

How to Update the HRIF Directory?

The "**CPQCC & HRIF-QCI Directory**" is available on the web-based Reporting System located under the "**Admin**" tab. Members are able to review and update their HRIF Program contacts via an online survey.

1. Submit a **Help Ticket**, if the "**Center Information**" has changed.
2. Referring NICUs (centers without a HRIF Program onsite) **ONLY** make changes to the following contacts:
 - a. HRIF Program Contact (NICU Discharge Planner)
 - b. NICU Contact #1
 - c. NICU Contact #2

NOTE: If you make changes to the directory, **it's required that you enter your full name before submitting the survey.**

Multiracial Information (Birth Mother)

Many hospitals now record multiple races in their database systems. For data collection, in cases where multiple races have been recorded, use the following hierarchy: (1) Black or African American, (2) Asian, Native Hawaiian or Other Pacific Islander, (3) American (North, South or Central) Indian or Alaskan Native, (4) White. From the multiple races reported, choose the race that appears first in the above hierarchy. Examples below:

- A birth mother's race recorded, as "Black, Asian, and White" should be coded as "Black".
- A birth mother's race recorded, as "American Indian and White" should be coded as "American Indian".

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- Do not code a multiracial birth mother as “Other” or “Unknown”. These categories are reserved for a birth mother who claims a race not represented in the available codes, and for situations in which information on race is truly unknown.

Ethnic and Racial Information

Self-Identification (Birth Mother). Maternal Ethnicity and Race should be completed by or with direct assistance of the informant. Appearance, language, or other personal attributes do not necessarily determine ethnicity or race. A woman who speaks Spanish, was born in Mexico, and says that she is not Hispanic, but claims to be a Native American, should be recorded as non-Hispanic Native American. The responses for the Ethnicity and Race should be obtained by review of the birth certificate or personal interview with the mother. Obtaining the information from a review of medical records is less preferable.

Delete Records

An orange **“Delete”** button is located at the bottom of each entry screen, allows user to delete any/or all entry forms. Make sure to indicate the reason for deleting the record.

NOTE: Deleting the **“Referral/Registration (RR) Form”** will remove the entire record (including any attached **“Standard Visit (SV) Form(s)”**, **“Additional Visit (AV) Form(s)”** and **“Client Not Seen/Discharge (CNSD) Form(s)”**) from the web-based Reporting System

Universal Duplicate Record Feature

Identifies existing records across the entire HRIF-QCI database, with the same **“Date of Birth”**, **“Gender”**, **“Singleton/Multiple”** status, **“Birth Hospital”**, and **“Birth Mother’s Date of Birth”**. The Reporting System will display a list of possible conflicting duplicate records for your review.

How To View All Records

Sign into the web-based Reporting System, while on the **“Find Patient - Quick Patient Search”** page, click **ONLY** the blue **“Search”** button to view **all** records currently entered in your system.

Transfer Patient Records Process

1. Contact the CCS HRIF Program Coordinator where the patient will be transferred for follow-up care, to inform them of the patient and the HRIF ID #.
2. Submit a **“Client Not Seen/Discharge Form”**, before requesting to transfer the patient's record:
Category: **“Discharged”**
Reason: **“Infant Referred to Another HRIF Program”**
Disposition: **“Will be Followed by Another CCS HRIF Program”**
3. Submit a **“HELP TICKET”** (Help Topic: **“Report HRIF/QCI Issue”**) to request the record transfer to another CCS HRIF Program. Include in the ticket request the patient's **“HRIF ID Number”**, **“Date of Birth”** and the **“HRIF Program, where the patient will be transferred”**.

Help Ticket Website: <http://www.cpqccsupport.org/>

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NOTE: Records are transferred every Friday; request received on Friday will be transferred the following week.

Records are only transferred to CCS HRIF Programs. If the infant is referred to a NON-CCS **or** Out of State HRIF Program, submit a **“Client Not Seen/Discharge Form”** to close the case:
Category: **“Discharged”**
Reason: **“Infant Referred to Another HRIF Program”**
Disposition: **“Discharged – Will be Followed Elsewhere”**

Support

The California Perinatal Quality Care Collaborative (CPQCC) Staff provides technical support for the web-based Reporting System. Please direct all of your questions and comments regarding the HRIF-QCI Reporting System to our Support Staff:

HRIF Support: <http://www.cpqccsupport.org/>

Web Address: <http://www.cpqcc.org/perinatal-programs/high-risk-infant-follow-quality-care-initiative>

Please direct all CCS HRIF Program policy and procedure questions and comments to Children's Medical Services (CMS) Branch Staff:

Support Email: HRIF@dhcs.ca.gov

Web Address: <http://www.dhcs.ca.gov/services/ccs/Pages/HRIF.aspx>