

High Risk Infant Follow-Up

Data Finalization Process 2020

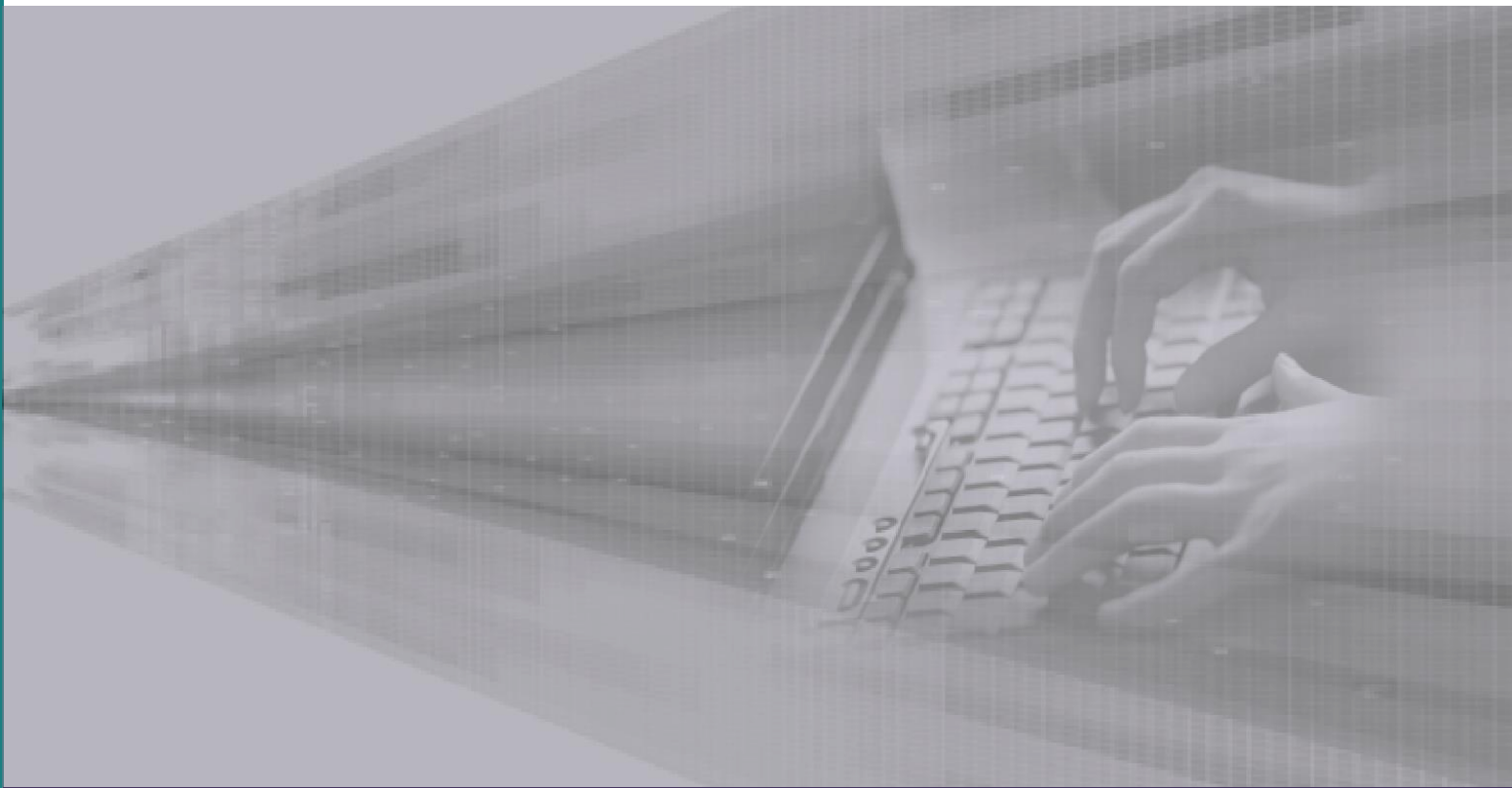


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Introduction

The California Perinatal Quality Care Collaborative (CPQCC) and California Children’s Services (CCS) launched the web-based High Risk Infant Follow-Up (HRIF) Reporting System to collect and track data on HRIF Clinics across California. For more details on the HRIF Program, please visit the [CPQCC website](#).

Deliverables and Deadlines

There are a number of milestones spanning a three year period that must be recorded for each infant registered in the HRIF Reporting System. Because these deliverables are based on the age of the infant, you will have deliverables for infants born over multiple years at one time. For calendar year 2020, the deliverables include:

January	Submit a Help Desk ticket (www.cpqcchelp.org) to schedule an optional data review.
March 1st	Earn a Super Star Award by completing the April 1 st deliverables by this date.
April 1st	The following deliverables are due: <ul style="list-style-type: none"> • Submission of no priority cases for infants born in 2016 • Submission of no error or warning cases for infants born in 2016 • Close RR forms for all infants born in 2018 • Submission of SV #1 and/or AV form for all expected infants born in 2018
April 2nd	Earn the Follow-up Rate Award for meeting the target core visit follow-up rate for infants born in 2016.
April 17th	Confirm the CCS Annual Report for infants born in 2016 (available April 2 nd).
June 1st	<ul style="list-style-type: none"> • Register/accept all eligible HRIF infants born in 2018 from referring CCS NICUs. • Review and sign off on the HRIF Directory
June 11th	Earn a Crown Award by completing all deliverables on time: April 1 st , April 17 th and June 1 st .

For more details, see [Timeline for Finalizing Data](#).

Communication

Email

HRIF Reporting System communications (i.e. system improvement updates, and program announcements) will be sent via email. Make sure to update e-mail addresses and other contact details in the NICU/HRIF Directory. If you are unable to receive MailChimp e-mails, submit a Help Desk ticket. To subscribe to HRIF emails and/or update your MailChimp preferences, please

complete the online form at: www.eepurl.com/4cOsD.

Help Desk

For questions or assistance, please submit a ticket to the [Help Desk](#). You can expect a response to your Help Desk ticket within 3 days. Tickets are closed if left idle for 2 or more days after response by HRIF Support staff.

When creating a ticket, please include:

- **Type (required):** enter “HRIF Support”
- **Subject (required):** e.g. “Transfer Record” or “User Access/Password Reset”
- **Description:** Briefly describe the reason(s) for opening the ticket

NOTE: CPQCC office hours are Monday through Thursday, 8:00 am – 5:00pm. All requests sent after hours, on weekends or on holidays will be responded to during office hours.

Resources

- **HRIF Data Resources:** The HRIF Reporting System Manual, reporting forms, and DFP documentation are available on the [CPQCC website](#) under the main menu item “Follow-Up → HRIF Data Resources”.
- **CPQCC Member Directory:** Keep this list of NICU and HRIF Clinic data contacts up to date with your current contact information, and use it to contact colleagues at other hospitals and HRIF Clinics. The directory is available in the Reporting System; select “Admin” → “Update Directory”.

Data Finalization Guidelines

Closeout Checklist Overview

The Closeout Checklist is designed to assist HRIF Clinics throughout the Data Finalization Process. Find the Closeout Checklist under the Tools tab in the Reporting System:

- **#:** the task item number
- **Item:** the description of the deliverable
- **Resource:** links to tools and resources to aid in completing the deliverable
- **Deadline:** the due date
- **Complete:** checkbox/date stamp to indicate the deliverable is complete:
 - Items 1-4 and Item 7 are grayed out and the checkbox will automatically be checked by the system once the deliverable is confirmed
 - Item 5 must be confirmed by the HRIF Clinic’s medical director or coordinator
 - Item 6 - click the checkbox once the deliverable is complete
- **Comment Box:** If needed, add notes in the “User” space about any outstanding or unusual

issues that may impact completion of the checklist. HRIF Support staff may make notes in the “Admin” space.

CLOSEOUT CHECKLIST



NOTICE

- Closeout Checklist is updated nightly.
- Items #1-4 & 7 are automatically checked by the system or HRIF Support.
- Item #5 **must be confirmed** by the HRIF Medical Director or Coordinator by **April 17th**.
- Item #6 **must be checked manually** by the HRIF Clinic.
- For any questions or requests, submit a help ticket at www.cpqcchelp.org.

#	Item	Resource	Deadline	Complete
1	Submission of no priority cases for the birth birthYear 2016 (2 incomplete)	HRIF Record Tracker	04-01-2020	<input type="checkbox"/>
2	Submission of no error or warning cases for the birth birthYear 2016 (1 incomplete)	Error and Warning Report	04-01-2020	<input type="checkbox"/>
3	Close RR Forms for All 2018 born Infants (6 incomplete)	Error and Warning Report	04-01-2020	<input type="checkbox"/>
4	Submission of SV #1 (and/or AV) of all total 2018 born infants (19 incomplete)	Error and Warning Report	04-01-2020	<input type="checkbox"/>
5	Confirmation of the HRIF CCS report for the birth birthYear 2016 NOTE: The report will be available on April 1st, 2020.	CCS Report	04-17-2020	<input type="checkbox"/>
6	Registered and accepted all eligible HRIF infants from your center for birth birthYear 2019	CPQCC/HRIF Linkage Report (cpqccreport.org)	06-01-2020	<input type="checkbox"/>
7	Submission and sign-off of HRIF-QCI contact directory	Update Directory Page	06-01-2020	<input type="checkbox"/>

User Comments:




Admin Comments:


Awards

All of your awards will be displayed above your Closeout Checklist. To see the awards that your center has earned, go to “About → Membership → Current Members” on the [CPQCC website](#) and select your center.

To see the entire list of possible awards and download award certificates, go to “About → Membership → Member Awards”. For each award your center has received, click on “View Award Certificates” to download your award notice.

NOTE: Awards will be announced via email.

	Super Star	Earned by HRIF Clinics that completed items #1 through #4 on the Closeout Checklist by March 1 st
	Follow-up Rate	Earned by HRIF Clinics that meet the follow-up rates for the closing birth year: 1 st Visit ≥ 80%; 2 nd Visit ≥ 70% and 3 rd Visit ≥ 60%
	Crown	Earned by HRIF Clinics that meet ALL closeout deliverables: April 1 st , April 17 th and June 1 st

	<p>Surprise</p>	<p>Granted as a surprise for positive performance in a particular area. This award is not given out every year.</p>
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Timeline for Finalizing Data

NOTE: System tools are updated in real time and located in the Reporting System under “Tools”.

1. **January thru March – Submit data and edit for completeness and accuracy.** For more on how to use the system tools, see Reporting System Tools Overview in this document.
2. **March 1st – Super Star Award granted**
3. **April 1st Deadline (11:59 pm):**
 - a. **Born in 2016: infant records are completed and finalized**
 - i. Make corrections and close online entry to the RR, SV, AV and CNSD forms for all submitted case records.
 - ii. Review the Manage NICU Reference ID tool to verify that all NICU eligible infants have a valid NICU Record ID entered.
 - iii. Review the Record Tracker tool to verify that all case records for the are closed.
 - iv. Review the Error and Warning Report tool to verify that all case records are complete.
 - b. **Born in 2018: close RR forms**
 - i. Review the Error and Warning tool to verify that the all RR forms are closed.
NOTE: “This Form is Closed” checkbox should be checked.
 - c. **Born in 2018: submission of SV #1 (and/or AV) form for all expected infants**
 - i. Review the Record Tracker tool to verify that all expected infants born in 2018 have a SV #1 or AV form submitted and closed.
4. **April 2nd – Follow-up Award granted**
5. **April 17th Deadline (11:59 pm)**
 - a. **Review and confirm the 2016 CCS Annual Report:**
 - i. The HRIF Clinic Medical Director/Coordinator **must** confirm the report
 - ii. If the HRIF Clinic Medical Director or Coordinator is unable to confirm, then a proxy can confirm the report on their behalf.
6. **June 1st – Deadline (11:59 pm):**
 - a. **Born in 2019: Register and accept all eligible HRIF infants**
NOTE: Infants born prior to 2019 can no longer be registered in the system.
 - i. Collaborate with the NICU Data Contacts **or** NICU Discharge Planner to verify that **all** HRIF eligible infants have been referred/registered.
 - ii. Review the HRIF/CPQCC Match Status Report available on the NICU Reports site at www.cpqccreport.org to identify eligible infants. Submit a Help Desk ticket if you need access to NICU Reports.
 - iii. Review the Manage NICU Reference ID tool to verify that all eligible NICU infants (born in 2019) have a valid NICU Record ID.
 - b. **Review your contact information and sign off on the HRIF Directory**
 - i. Make sure that all information for your clinic is complete and correct. The directory is available in the Reporting System; select “Admin” → “Update Directory”.

- ii. It is required to enter a full name before submitting the directory.
7. **June 11th – Crown Award granted**
8. **July thru December – Submit data and edit for completeness and accuracy.** For more on how to use the system tools, see [Reporting System Tools Overview](#).

Reporting System Tools Overview

Record Tracker

The Record Tracker helps HRIF Clinics track and finalize/close patient records. The system displays the **“Date Expected”** for when the patient should have been seen for SV #1, #2 and #3, based on the recommended time frames. The **“Date Expected”** is calculated by using the patient’s gestational age. Once the SV form is submitted, the **“Visit Date”** and the visit **“Disposition”** will override the **“Date Expected.”**

Case Status Definitions:

Priority Cases are displayed in red and identify records with current adjusted age ≥ 37 months and with one of the following:

1. Only has a RR form in the system (No SV forms submitted)
2. Open forms: “This Form is Closed” checkbox has not been checked
3. “Non-discharged” disposition selected to close the case.

Warning Cases are displayed in yellow and identify records with current adjusted age < 37 months, with a “non-discharged” disposition, and one of the following:

1. Open forms: “This Form is Closed” checkbox has not been checked
2. Missing SV form(s).

Closed Cases are patient records with the following:

1. All forms are closed – “This Form is Closed” checkbox has been checked
2. A “discharged” disposition has been selected to close the case.

Guidelines (Priority Cases):

1. If the record is missing any Standard Visit (SV), Client Not Seen/Discharge (CNSD) or Additional Visit (AV) forms, **the HRIF Clinic must enter the form(s) and then close the case.**
2. If the patient was never seen, OR the latest SV or CNSD form entered has a **“non-discharged”** disposition (ex: “Scheduled to Return”) and the client NEVER returned for further visits, **the HRIF Clinic must submit a CNSD form and select a “discharged” disposition to close the case.**
3. If the patient received (3) SVs, and the 3rd visit disposition = “Will be followed by another CCS HRIF Clinic”, this indicates that the case is **“open”** due to the **“non-discharged”** disposition entered. **The HRIF Clinic can change the 3rd visit disposition to “Discharged - Completed HRIF Core Visits, Referred for Additional Resources” OR if the client returned for a further visit, submit an AV Form and select a “discharged” disposition to close the case.**
4. If the latest SV or CNSD form entered has a disposition = “Will be followed by another CCS HRIF Clinic”, BUT the record was NEVER properly transferred, then there may be a

duplicate record in the system. **Submit a Help Desk ticket** at www.cpqcchelp.org to **resolve this issue.** **NOTE:** If no duplicates are found, then the HRIF Clinic must submit a CNSD form and select a “**discharged**” disposition to close the case.

5. If the patient has completed all 3 core visits AND has a “discharged” disposition, then the record must have open forms. **The HRIF Clinic must check the “Case History” to make sure all form status are “Closed”.**

Manage NICU Reference ID

This tool provides a list of all infants registered in your clinic, and allows the HRIF Clinic staff to update NICU Record IDs. Records can be filtered by the infant’s birth month and year, or by birth weight category: all, Small Baby (≤ 1500 grams), or Big Baby (≥ 1500 grams). **NOTE:** All Small Babies born or discharged from a CPQCC/CCS NICU should have been assigned a NICU Record ID.

NICU Reference ID (definition)

The NICU Reference ID is a combination of:

1. The last six digits of the Office of Statewide Health Planning and Development (OSHPD) facility code from the discharging/referring or birth CCS-approved NICU
2. The infant/child’s NICU Record ID from the discharging/referring or birth CCS-approved NICU hospital, where the infant/child was born or admitted on or before day 28 of life.
The CCS-approved NICU discharging the infant/child home could also be the same facility referring the infant/child to the HRIF Clinic.

E.g. for a NICU with OSHPD code “12345” and an infant in that NICU whose NICU Record ID is “67899”, the NICU Reference ID would be “12345-67899”.

The OSHPD facility code and NICU Record ID **must** match. If you use the birth hospital’s OSHPD code then you **must** use the birth hospital’s NICU Record ID.

Every CPQCC/CCS-approved NICU hospital has a NICU Data Contact that keeps a record of all patients who meet the CPQCC NICU eligibility criteria. Use the “NICU/ HRIF Directory” to identify the NICU Data Contact(s) from the discharging/referring or birth hospital. The directory is a under “Admin” → “Update Directory” → “Download Directory.”

NOTE:

- Enter “99999” or check the “Infant NOT NICU Eligible” checkbox, for infants who did not qualify for CPQCC NICU eligibility criteria.
- Enter “00000” for infants when a NICU Record ID has not been assigned at the time of referral/registration to to the HRIF Clinic. If a NICU Record ID is assigned to the infant later, use the “Manage NICU Reference ID” tool to correct the NICU Record ID.
- Enter “77777” for infants who met the CPQCC NICU eligibility criteria, but was never assigned a NICU Record ID.

Error and Warning Report

Use this tool to find missing or incorrect data entries, and to get help in completing and finalizing data entries. The report will identify records that have issues (Duplicate Record, Missing NICU Record ID, No Forms, Transfer Record Incomplete, Met Age Limit for Program, Missing Birth Date of Mother, Incorrect Date of Visit, Duplicate Core Visit, Missing Discharge Date, Expected SV #1 Missing and Open RR Forms) and give you an action plan to resolve the issue.

This section explains the issues that will be identified and gives guidelines on how to resolve them.

Issue Definitions

1. **Duplicate Record** - displays matched records across the entire HRIF Database.
2. **Missing NICU Record ID** - displays patient records with birth weight ≤ 1500 grams with NICU Record IDs coded as “00000”, “99999”.
3. **No Forms** - displays records for patients who are currently ≥ 12 months adjusted age and DO NOT have a SV, AV or CNSD form submitted in the database.
4. **Transfer Record Incomplete** - displays records that have a “**Will be Followed by Another CCS HRIF Program**” disposition entered on the SV, AV or CNSD forms.
5. **Met Age Limit for Program** - displays records for patients who are currently ≥ 3 years old and the record has not been closed with a “**discharged**” disposition.
6. **Missing Birth Date of Mother** – If “Mother” or “Both Parents” selected as Primary Caregiver, “Birth Mother’s DOB” cannot be left as “Unknown”.
7. **Incorrect Date of Visit** - enrollment date cannot be the same as the infant’s date of birth.
8. **Missing Discharge Date** - displays records with “**Still in Hospital**” checked on the RR form.
9. **Expected SV #1 Missing** - displays records for patients who are ≥ 8 months adjusted age and do not have an SV#1 or AV form.
10. **Open RR Forms** - displays open RR forms that need to be closed.

Guidelines to Resolve Issues

1. **Duplicate Records:**
 - Contact the HRIF Clinic with the duplicate case to review the records.
 - Make sure **all** data variables are captured on the RR form (NICU Reference ID, Birth Mother’s Date of Birth, Discharge Date to Home, etc).
 - Combine **all** data forms (SV, AV and CNSD) into the current or record of choice.
 - The HRIF Clinic **not** currently following the patient should remove the record from the system. At the bottom of the RR form entry screen check the “Delete Patient Record” checkbox, cite the reason, and then click the “**Delete**” button to remove the record from the system.

NOTE: Use the "**Patient Data Quality Self-Audit Instrument Report**" located in the patient's "Case History" to review the details of the record.

2. Missing NICU Record ID:

- Contact the NICU Data Contact from the birth **or** discharging CCS-approved NICU to obtain the NICU Record ID. Use the CPQCC Member Directory to obtain Data Contact information.
- Review the "**HRIF/NICU Match Detail Report**" available at the NICU Reports site (www.cpqccreport.org). Submit a Help Desk ticket at www.cpqcchelp.org if you have any questions or need access to the NICU Reports site.

NOTE: The OHSPD facility code and NICU Record ID **must** match. If you use the birth hospital's OSHPD code then you **must** use the birth hospital's NICU Record ID.

3. No Forms:

- Submit the missing SV or AV form(s).
- If the child was never followed, submit a CNSD form, indicate the reason and disposition as to why the patient was not seen in the HRIF Clinic.

4. Transfer Record Process:

- Contact the CCS HRIF Clinic Coordinator where the patient will be transferred, provide case information and receive a confirmation via email that the patient will be accepted and followed in their HRIF clinic.
- Submit a "**Client Not Seen/Discharge (CNSD) Form**", before requesting to transfer the patient's record:
 - Date of CNSD
 - Category: "**Discharged**"
 - Reason: "**Infant Referred to Another HRIF Program**"
 - Disposition: "**Will be Followed by Another CCS HRIF Program**"
- Submit a Help Desk ticket at www.cpqcchelp.org (HRIF Support) to transfer the patient record(s) to another CCS HRIF Clinic. Include the following information in the ticket request:
 - HRIF ID Number
 - Patient's Birth Weight or Gestational Age
 - Name/location of the CCS HRIF Clinic where the patient will be transferred to for follow-up services

Transfer Policy:

- Records are **only** transferred when HRIF Support receives an acceptance confirmation from the transfer to HRIF Clinic Coordinator. **NOTE:** Transfer requests not confirmed within 2-weeks will be closed by HRIF Support.
- CNSD form's date of Not Seen should **NOT be greater than 2 months** when requesting a transfer. If greater than 2 months, submit another CNSD form or update the date of Not Seen in the latest CNSD form.

- If the child is **older than 28 months**, HRIF Support will contact the transfer-to HRIF Clinic Coordinator to confirm acceptance of the case prior to processing the transfer.
 - Records are transferred **every Friday**; request received on Friday will be transferred the following week.
5. **Met Age Limit for HRIF:**
- Submit a CNSD form to close the patient's record:
Category: "Discharged"
Reason: Select a reason or code as "Other = Aged out of Program"
Disposition: "Discharged – Closed Out of Program"
6. **Missing Discharge Date:**
- Uncheck the "Infant Still in Hospital" checkbox
 - Enter the date when the child was discharged to home
- NOTE:** "Date of Discharge to Home" is a required field and must be completed.
7. **Expected SV #1 Missing:**
- Submit the missing SV #1 or AV form
 - If the child was never followed, submit a CNSD form, indicate the reason and disposition as to why the patient was not seen in the HRIF Clinic.
8. **Open RR Forms:**
- Click "This Form is Closed" or "Unable to Complete" checkbox to close the form.
 - If "Unable to Complete", submit a CNSD form to document the reason for not seeing the patient.

HRIF/NICU Match Summary and Match Detail Reports

The NICU Reports site offers two reports that are designed to assist NICUs in identifying HRIF eligible infants and determining their HRIF registration status. These reports are based on a **daily** update of a linkage of NICU infants and HRIF registered infants. To request access to the NICU Report site, please submit a [Help Desk](#) ticket. The following automated tasks facilitate these reports:

- Multiple encounters within NICU Database of the same infant are reconciled, and the encounter that resulted in a discharge home is made available for linkage to HRIF.
- The set of NICU infants discharged home is linked to a list of new and updated HRIF registrations daily. This linkage is based on the following information: NICU Record ID number (if provided during the HRIF registration), infant date of birth, infant gender, mother's date of birth, hospital of birth, hospital infant was discharged home from, gestational age at birth, birth weight and multiple status (including birth order).

The daily linkage is based on a probabilistic match technique that generates a match score for each HRIF registration and NICU infant. Matches with a high score are presumed to be matches, however, this technique hinges on accurate reporting of the match variables. Therefore, if an HRIF registration and a NICU record persistently do not match, both, the HRIF registration information and NICU record should be reviewed closely for any discrepancies. If a record continues to not match, please submit a [Help Desk](#) ticket.

The **HRIF/NICU Match Summary Report** provides match results for several key groups of HRIF eligible infants. For each group, the number of infants discharged home from the reporting NICU that meets the group criterion is shown, along with the percent of these infants registered with HRIF. A summary report including all years since 2009 and yearly summary reports are available.

The **HRIF/NICU Match Detail Report** provides detailed HRIF registration status information for all NICU infants. This list can be filtered to efficiently find infants who meet HRIF criteria but are not registered.

The CPQCC/HRIF linkage focuses on the following groups of infants who were admitted to the reporting NICU by day 28 of life or earlier, and who are eligible for both NICU and HRIF databases:

- Extremely Low Birth Weight Infants (ELBW) or infants with a birth weight of $\leq 1,000$ grams.
- Very Low Birth Weight Infants (VLBW) or infants with a birth weight of $\leq 1,500$ grams.
- Infants born at less than 28 weeks completed gestation.
- Infants born at 29 to less than 32 weeks completed gestation.
- Infants born at 36 weeks completed gestation or later and who received a diagnosis of moderate or severe HIE during their NICU stay.
- Infants who experienced active cooling during their NICU stay.
- Infants with ECMO during their NICU stay.
- Infants with Congenital Heart Disease (CHD).
- Infants with Nitric Oxide.
- Infants with Seizures.

The **HRIF/CPQCC Match Detail Report** is helpful for:

- **Identifying unlinked NICU records who should be registered/referred to HRIF**
Set the filter to “Unlinked NICU record, HRIF Eligible due to VLBW, GA, HIE, ECMO, Active Therap Hypoth, CHD, INO, Seizures.”
- **Identifying unlinked HRIF records**
Set the filter to “Unlinked HRIF registration.” Displays HRIF records not matched to a NICU record. **NOTE:** not all of these records will be matched to a NICU record. In fact, some of these infants might not be part of the NICU database (admitted after 28 days; HRIF eligible, but not NICU eligible)
- **Understanding why an HRIF record does not match**
Matching HRIF registrations and NICU records hinges upon finding a minimum level of

agreement between the data in the two records. Most important for matching are the birth date, location of birth, infant sex, and multiple status (singleton, twins, triplets, e.g.). For multiples, birth order, number of multiples in set and birth weight are extremely important for identifying matches. Maternal birth date, discharge date and gestational age provide important additional information especially if there is disagreement on the primary match variables. Finally, knowing the NICU Record ID number increases the likelihood of matching a NICU and HRIF records substantially.