

VA NIHCS MEDICAL RECORD REVIEWS (MRR)

SOP 045

VA Northern Indiana Health Care
System All Associated Health Clinics

Service Line(s):
HIMS

Fort Wayne, Indiana 46805
Marion, Indiana 46953

All Clinical Services

Signatory Authority:
Jeberra Vincent, Chief of HIMS

Effective Date:
December 7, 2022

Responsible Owner:
HIMS Chief

Recertification Date:
December 7, 2027

1. PURPOSE AND AUTHORITY

a. The purpose of this standard operating procedure (SOP) is to outline the steps, roles and responsibilities for services to complete and submit their monthly Medical Record Reviews (MRR) to the Medical Records Committee for oversight and analysis.

b. The Medical Records Committee (MRC) is tasked to monitor and evaluate compliance with Joint Commission accreditation guidelines, VA Northern Indiana Health Care System (NIHCS) local policy, and Veterans Health Administration (VHA) Health Information Management directives, handbooks, and practice briefs.

2. PROCEDURES

a. **Per VHA Handbook 1907.01 and HIM Practice Brief 7 Health Record Review:** Facilities are required to perform medical record reviews at minimum, quarterly to verify the accuracy, quality, and timeliness of documentation in the medical record.

(1) NIHCS requires that services perform their own MRR's monthly and submit them for aggregation and analysis at the next month's Medical Records Committee (MRC) i.e. the January MRC meeting will have MRR's from December. The steps below will outline the entire process, starting from MRR completion to analysis at the MRC. Of note, the MRC meets on the second Monday of each month.

(2) Services will randomly select a minimum of 10 charts per month to be reviewed. These charts will be selected from encounters that occurred in the prior month.

(a) For services that have multiple departments or program areas, 10 charts would be required for each department (as feasible). **Example:** Clinical Support Services would have 10 charts from Pharmacy, 10 charts from Audiology, 10 Charts from Dental, and 10 charts from Radiology.

(3) Once the reviews are completed, a summary of the findings/results should be placed in the CRAF (Conclusion, Recommendations, Actions, Follow-up) format.

(4) **By the first Monday of the month**, the CRAF format **ONLY** is to be uploaded to the MRC share point within the folder of the month and year that the charts are dated at this address: <https://vaww.visn11.portal.va.gov/sites/Northern-Indiana/NIHCSCommittees/MedicalRecordMngtCmte/Medical%20Record%20Reviews/Forms/AllItems.aspx>

(a) It's recommended that each service has one point of contact/liaison (ex. Administrative Officer) to gather the CRAF summaries from each of their respective departments for uploading.

(5) Between the first and second Monday of each month, HIMS or a designee will perform an analysis of all CRAF summaries verifying that they were submitted timely, completed comprehensively, fallouts (if any) identified, actions (if any) assigned/taken, etc.

(6) HIMS or a designee will aggregate all reviews received, fallouts identified, and any actions taken for presentation at the MRC meeting that month.

3. ASSIGNMENT OF RESPONSIBILITIES

- a. None

4. DEFINITIONS

- a. None

5. REFERENCES

- a. VHA Handbook 1907.01
- b. HIM Practice Brief 7 Health Record Review
- c. VHA HIM Health Record Documentation Program Guide Version 1.1
- d. VA NIHCS Policy NO. 136D-04-21 Health Information Management

6. REVIEW

December 7, 2027

7. RECERTIFICATION

This SOP is scheduled for recertification on or before the last working day of December, 2027. In the event of contradiction with national policy, the national policy supersedes and controls.

8. SIGNATORY AUTHORITY

Jeberra J. Vincent, RHIA
VA Northern Indiana HCS
Chief Health Information Management
Date Approved: December 7, 2022

NOTE: *The signature remains valid until rescinded by an appropriate administrative action.*

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**Department of
Veterans Affairs**

Memorandum

Date: March 8, 2023

From: Employee/Labor Relations, VA Northern Indiana Health Care System

Subj: Medical Record Reviews SOP 045

To: Willie E. Haywood Jr.
President, 6th District AFGE/ NVAC 262

1. On January 12, 2023 the National VA Council #53 formally requested a demand to bargain in response to the Medical Record Reviews SOP 045. The National AFGE met with the agency representative and agreed to the SOP as attached.
2. The SOP is approved for distribution at VANIHCS.
3. Any questions or concerns regarding this Memorandum can be directed to Nina Tiney at phone 260-5431 ext 62208 cell 260-2495025.

Kenneth W. Hill
Senior Strategic Business Partner

Haywood, Willie
President, 6th District AFGE/ NVAC 262