

What Is PCC+?

PCC+ (PCC Plus) is essentially a connection between the RPMS database and Microsoft Word® that can yield a variety of real-time documents, including:

- Customized encounter forms
- Health summaries
- Patient education materials
- Claims forms
- Outguides
- Management reports
- Order entry forms

The primary use of this application so far is improving quality of health care as well as data and billing integrity through combining the best features of the PCC encounter form, superbill and health summary in one integrated document.

PCC+ is unique in a variety of ways and will take the *combined* efforts of different segments of facility staff, from IT to medical records to clinicians, to utilize it to its fullest potential. Some business processes will need to be changed at the participating sites. PCC data will need to be evaluated for quality and changed as needed. Performance metrics will need to be identified to track improvement. Clinicians and others will need to work together to evaluate and possibly redesign templates to satisfy both clinical and business office needs.

Key Points About PCC+

- Operates “on top of” native PCC with NO changes to the PCC code. Integrates clinical and billing functions into one form.
- Requires multi-departmental collaboration for successful implementation.
- Provides two levels of customization:
 - Form type, e.g. Diabetes, Ambulatory, Dental, etc.
 - Site-specific, based on the individual characteristics of the clinic, provider, and patients.

Key Points About PCC+ (cont’d)

- Generates the form in real time on a laser printer.
- Built-in clinical protocols can standardize care. Takes advantage of new technology, e.g., Windows/GUI, Word, Laser Printer, Internet. Includes variety of form templates (e.g. Ambulatory, Well Child, Podiatry), for site use or customization

Sites using PCC+ have demonstrated:

- Increased data entry quality and productivity, due to better completeness and legibility.
- Improved coding and problem documentation.
- Enhanced charge capture.
- Improved Problem List maintenance and POV documentation.

How Does PCC+ Work?

The most common use for PCC+ has been to build a customized encounter form in real time for each patient visit. These documents are generated locally on a laser printer before each clinic visit, fully replacing their traditional PCC counterparts.

The basic functionality of PCC+ is to provide a link between the PCC database and Microsoft Word®. This is accomplished through the Mail Merge feature. A mail merge field is linked to a particular location in the database.

From a technical perspective, most of the actual computing is done *outside* of the traditional M/PCC environment by background processes in both the M and Windows environment.

The process of generating an encounter form or health summary has four stages:

1. Patient check-in.
2. PCC data mining (patient info from PCC, provider ICD preferences, and site orderables)
3. Data file transmission to the Print Server
4. Document generation (mail merge and print)

Current Application Status

PCC+ v. 2.5 was released August 2005. PCC+ was originally certified as an RPMS application in June 2001. ITSC began implementing IHS-wide deployment activities in July 2001.

Version 2.5 enhancements include:

- Windows XP can be used as the operating system and users can use Microsoft Office 2003 to design encounter forms
- Previous labs can be displayed and graphed
- Expanded pharmacy features for documenting "outside" Rx properly, displaying issue dates, display full Rx sigs, etc.
- Active Problems and POVs have been improved upon, allergy displays are up to 20
- A Nurse Check-in module is part of PCC+ that allows personnel to enter a chief complaint and measurements which will appear on the PCC+ form when printed

Steps for Successful Site Implementation

OIT’s recommended implementation plan for interested sites includes:

- Create multi-disciplinary Site Implementation Team
 - clinicians (preferably at least one physician and one nurse),
 - registration and data entry,
 - administration and billing,
 - medical records, and
 - technical site manager/other IT staff.
- Attend Area-sponsored 3-day Training Event
- Complete site evaluation survey
- Order and install hardware
- Schedule a 3-day site visit
- Follow-up Team activities, including: workflow redesign; data review; space planning; baseline metrics; template review.
- Implement one form in one clinic
- Implement additional forms and clinics

HW/SW Requirements Summary

A detailed System Requirements document can be downloaded from the PCC+ web site.

www.ihs.gov/CIO/pccplus

- **Kernel**, version 8, patch 4 or later
- **FileMan**, version 21 or 22
- **MSM**, version 4.4.1
- **Mandatory RPMS packages:**
 - Health Summary-APCH V2.0 patch 07 or later
 - PCC Data Entry - APCD V2.0 patch 07 or later
 - IHS Utilities – XB/ZIB V3.0 patch 08 or later
- **Recommended RPMS packages:**
 - Women's Health BW V2.0 patch 07 or later
 - Immunization - BI V7.0 or later
 - Medical Administration Service - MAS V5.0 patch 07 (Scheduling is part of MAS) or later
- **Print Server(s)**
 - INTEL Pentium IV 3.x GHz Processor, 10/100 Smart NIC, 512MB RAM, 80 GB Hard Drive
 - Windows OS
 - MS Office 2003
 - MS Office XP
- **Network**
 - 10 MB LAN minimum, 100 MB recommended
 - WAN connectivity: provide FTP and Telnet access to local RPMS server and print server within IHS Firewall
- **Printer(s)**
 - HP 1000-5000 series with minimum 5 MB onboard RAM
 - Single side or Duplex
 - NIC card preferred over shared printer

PCC+ Project Team

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Implementation Team: Clarence Smiley MT MPH; Peter Burton

Does Your Site Need PCC+?

Your site may want to consider implementing PCC+ if one or more of the following conditions are met.

- Large percentage of third-party billing
- No existing Superbill
- Data entry backlog
- Need for improved clinical results for GPRA and other indicators



PCC+ (Plus) Customizable Encounter Form v. 2.5 (August 2005)

www.ihs.gov/CIO/pccplus

For detailed information about the PCC+ application, system requirements, implementation schedules and training services provided by IHS Office of Information Technology (OIT)

