



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# Patient Care Component (PCC) Data Entry Training

## Announcement and Agenda

2012

Office of Information Technology (OIT)  
Albuquerque, New Mexico  
and  
Remote Sites

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## 1.0 General Information

### 1.1 Course Description

Prepare the Data Entry Technician to abstract and enter medical data from various source documents, such as: the PCC Ambulatory Encounter record, Emergency Room record, Public Health Nursing, and Group Preventive Service, etc., and append data to existing visits created by the Electronic Health Record (EHR) using the PCC/EHR Coding Queue into the Patient Care Component, utilizing data entry mnemonics. The medical data will result in a tool useful to health care providers and administrators. The class consists of lecture with overheads, video, demonstration of the tool, and hands-on exercises utilizing individual computer terminals for each student and a simulated patient database.

### 1.2 Prerequisites

Basic knowledge of ICD codes, medical terminology, and computer key-board skills.

### 1.3 Intended Audience

This course will benefit: entry level/novice PCC data entry technicians or those in need of a refresher course; for those responsible for managing PCC data, such as: PCC managers, supervisors, leads, and health information management personnel (medical records personnel); and information systems personnel. The class is not intended for experienced PCC data entry technicians.

### 1.4 Course Material and References

#### 1.4.1 AT the IHS RPMS FPT Site

The following materials may be downloaded from the RPMS training FTP site at <ftp://ftp.ihs.gov/pubs/rpms-training/PCC-DataEntry/>

- Introduction PowerPoint
- RPMS Briefing PowerPoint Presentation
- PCC Briefing PowerPoint Presentation
- RPMS Conventions PowerPoint Presentation
- ICD Lookup PowerPoint Presentation
- ICD File Update Log
- Data Dictionaries PowerPoint Presentation
- Coding Q PowerPoint

- GPRA Performance Requires a Team Effort
- Affiliation List
- Workflow HIM
- Workflow DE
- Workflow PCC Batch Slip
- Workflow PCC Deficiency
- Workflow Tally MC
- IHS 802
- HIS 803
- PCC DE I PowerPoint Presentation
- PCC DE II PowerPoint Presentation

#### 1.4.2 At the IHS RPMS Website

- Get Link from Diana for ICD Guide  
[http://www.cdc.gov/nchs/data/icd10/10cmguidelines\\_2013\\_final.pdf](http://www.cdc.gov/nchs/data/icd10/10cmguidelines_2013_final.pdf)
- Infant Feeding Choice Collection  
<http://www.ihs.gov/CIO/CRS/documents/InfantFeedingChoice.pdf>
- GPRA Clinical Cheat Sheet  
<http://www.ihs.gov/CIO/CRS/documents/Clinical%20Cheat%20Sheet%20PCC.pdf>  
<http://www.ihs.gov/CIO/CRS/documents/ClinicalIndCheatSheetEHR.pdf>
- Provider Class and Standard Code Set  
[http://www.ihs.gov/SCB/index.cfm?module=W\\_AFFILIATION&option=list&num=23&newquery=1](http://www.ihs.gov/SCB/index.cfm?module=W_AFFILIATION&option=list&num=23&newquery=1)  
[http://www.ihs.gov/SCB/index.cfm?module=W\\_PROVIDER\\_DISC&option=list&num=50&newquery=1](http://www.ihs.gov/SCB/index.cfm?module=W_PROVIDER_DISC&option=list&num=50&newquery=1)  
[http://www.ihs.gov/SCB/index.cfm?module=W\\_CLINIC&option=list&num=81&newquery=1](http://www.ihs.gov/SCB/index.cfm?module=W_CLINIC&option=list&num=81&newquery=1)  
[http://www.ihs.gov/SCB/index.cfm?module=W\\_EDUCATION&option=list&num=34&newquery=1](http://www.ihs.gov/SCB/index.cfm?module=W_EDUCATION&option=list&num=34&newquery=1)
- IHS PCC Suite (BJPC) Data Entry User Manual v2.0  
[http://www.ihs.gov/RPMS/PackageDocs/APCD/bjpc020u\\_apcd.pdf](http://www.ihs.gov/RPMS/PackageDocs/APCD/bjpc020u_apcd.pdf)
- IHS PCC Suite (BJPC) Data Entry Mnemonics

- [http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.08u\\_apcd\\_o.pdf](http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.08u_apcd_o.pdf)
- IHS PCC Suite (BJPC) Data Entry Supervisor's Manual v2.0  
[http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.07u\\_apcd\\_su.pdf](http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.07u_apcd_su.pdf)
- IHS PCC Suite (BJPC) Management Reports User Manual v2.0  
[http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.09u\\_apch.pdf](http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.09u_apch.pdf)
- IHS PCC Suite (BJPC) Designated Specialty Provider Management System User Manual v2.0  
[http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.07u\\_bdp.pdf](http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.07u_bdp.pdf)
- IHS PCC Suite (BJPC) Taxonomy System User Manual v2.0  
[http://www.ihs.gov/RPMS/PackageDocs/ATX/bjpc020u\\_atx.pdf](http://www.ihs.gov/RPMS/PackageDocs/ATX/bjpc020u_atx.pdf)
- IHS PCC Suite (BJPC) Health Summary User Manual v2.0  
[http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.08u\\_apch.pdf](http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.08u_apch.pdf)
- RPMS Health Factor and Exam Codes (AUM) Documentation Guide v7.1  
[http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.07o\\_aum.pdf](http://www.ihs.gov/RPMS/PackageDocs/BJPC/bjpc0200.07o_aum.pdf)
- IHS Patient and Family Education Protocols and Codes (PEPC) 12<sup>th</sup> Edition  
[http://www.ihs.gov/SCB/index.cfm?module=W\\_EDUCATION&option=list&num=34&newquery=1](http://www.ihs.gov/SCB/index.cfm?module=W_EDUCATION&option=list&num=34&newquery=1)
- Immunization Module (BI) User Manual v8.3  
[http://www.ihs.gov/RPMS/PackageDocs/BI/bi\\_085u.pdf](http://www.ihs.gov/RPMS/PackageDocs/BI/bi_085u.pdf)

## 2.0 Learning Objectives

1. Understand the Patient Care Component (PCC) and the critical role of the Data Entry Technician
2. Extract relevant patient data from, but not limited to the PCC Ambulatory encounter record for entry into PCC, which includes: visit creation, correcting, and changing data
3. Understand the PCC primary data entry and EHR/PCC Coding Audit Menus with proficiency
4. Use the EHR/PCC Coding Audit/Queue to create visits/append/modify data
5. Understand the use of various data entry mnemonics for entry of data
6. Understand the RPMS ICD coding system and how to obtain a diagnostic/procedure code and steps to take when an ICD look-up fails
7. Understand the basic Visit file structure of the PCC software

## **3.0 Instructors and Facilitator**

Diana Lopez, RHIT, CPC

[dmlopezcmi@aol.com](mailto:dmlopezcmi@aol.com)

## 4.0 Detailed Agenda

### 4.1 Day 1

Topic	Duration
<b>Welcome</b> <ul style="list-style-type: none"> <li>Introduction of Instructor and Attendees</li> <li>Review of class objectives, agenda, and training materials, class hours, breaks, and lunch</li> </ul>	30 minutes
<b>RPMS and PCC Overview:</b> <ul style="list-style-type: none"> <li>Review of RPMS and PCC structure and function</li> <li>Role of the Data Entry Technician</li> <li>Video – Using Basic PCC skill to Improve Patient Care</li> </ul>	60 minutes
<b>Break</b>	15 minutes
<b>RPMS Key-board/Terminal Operations - Hands-on</b> <ul style="list-style-type: none"> <li>Sign On</li> <li>Accessing Help Messages</li> <li>Special Keys</li> <li>Default Values</li> <li>Entry of Date &amp; Time</li> <li>Partial Entry Lookup</li> <li>Sign Off</li> </ul>	30 minutes
<b>ICD Coding System</b> <ul style="list-style-type: none"> <li>Assign Diagnosis(es) and Procedure(s) code(s) to a provider narrative</li> <li>Maintain list of new terms for the coding system</li> </ul>	45 minutes
<b>Lunch</b>	60 minutes
<b>Getting Started with Data Entry</b> PCC File structure General instructions Overview of data entry menu options Data Entry mnemonics <ul style="list-style-type: none"> <li>Concept of mnemonics</li> <li>Required PCC data items</li> <li>Most frequently used data mnemonics/new mnemonics</li> <li>Utility mnemonics</li> <li>Historical mnemonics – entry and edit</li> </ul>	150 minutes
<b>Break</b>	15 minutes

Topic	Duration
<b>Entry of PCC ambulatory encounter forms using EHRC</b> <ul style="list-style-type: none"> <li>Demonstrate Using EHR/PCC Coding Audit menu option – create append/correct data (One-stop-shop)</li> <li>Student entry of form (hands-on)</li> </ul>	60 minutes
<b>Questions and Adjourn</b>	15 minutes

## 4.2 Day 2

Topic	Duration
<b>Review of Day One – Demo and Hands-On</b> <ul style="list-style-type: none"> <li>Student entry of forms using various data mnemonics – continue (hands-on)</li> <li>Review/entry of data for the Clinical Reporting Systems (CRS/GPRA)</li> <li>Objectives – “cheat sheet”</li> <li>Review document Inactive Health Factor and Exam Codes/Recommended conversions for data entry</li> <li>Display/review count of forms “you” have processed</li> </ul> <b>PCC Health Summary</b> <ul style="list-style-type: none"> <li>Purpose – Comprehensive Health Care</li> <li>Demonstrations</li> <li>Types of health summaries – standard and custom</li> <li>Relationship of data to health summary components</li> <li>View/navigate health summary while in a visit (hands-on)</li> </ul>	90 minutes
<b>Break</b>	15 minutes
<b>Entry of PCC Ambulatory Encounter Forms (continue)</b>	75 minutes
<b>Lunch</b>	60 minutes
<b>Independent Exercises and Review – Hands-On</b>	150 minutes
<b>Break</b>	15 minutes
<b>Independent Exercises and Review – Hands-On (continue)</b>	60 minutes
<b>Questions and Adjourn</b>	15 minutes

## 4.3 Day Three

Topic	Duration
<b>Problem List and Note Update – Hands-on</b> Demonstration and Description of Problem Lists and Notes Problem List Mnemonics Entry of Problems and Notes Independent Student Exercises/Review	105 minutes

<b>Topic</b>	<b>Duration</b>
<b>Break</b>	15 minutes
<b>Independent Student Exercises/Review – Hand-on (continue)</b>	30 minutes
<b>Forms Control</b> <ul style="list-style-type: none"> <li>• Flow of Data Entry Operations</li> <li>• Forms Control Tools</li> <li>• Operations statistics</li> </ul>	30 minutes
<b>Lunch</b>	60 minutes
<b>Student Entry of Data from Other Forms – Hands-on</b> <ul style="list-style-type: none"> <li>• Emergency Room</li> <li>• Public health Nursing</li> <li>• Group Prevent Service – Entry/Print/Re-print</li> <li>• Consultants Reports</li> <li>• PCC+ Encounter form</li> </ul>	120 minutes
<b>Break</b>	15 minutes
<b>Entry of Other Service Categories from the Encounter Form Hands-on</b> <ul style="list-style-type: none"> <li>• Chart Review</li> <li>• Telecommunications</li> <li>• Not Found (CHN/PHN)</li> <li>• Observation</li> <li>• Day Surgery</li> </ul> <b>Video – Using Advanced Skills to Improve Patient Care</b>	60 minutes
<b>Review, Questions, and Course Evaluation</b>	45 minutes