

Indian Health Service
Office of Information Technology Presents:
Resource and Patient Management System
Patient Care Component (PCC) Data Entry Training II:
Supervisor/Management/Lead Course

Instructor

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Class Description

Prepare the PCC/EHR Data Entry Supervisor/Manager/Lead to administer/monitor/manage the PCC data entry operations within the facility to produce quality and timely data for use by health care administrators and health care providers. Monitor and manage the daily operations and monthly/bi-monthly data export to the National Data Warehouse with the IT specialist or individual responsible for performing the export process. The class consist 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.

Objectives

Understand the Patient Care Component (PCC) and the critical role of the Data Entry Technician
Provide the IHS standards for PCC Data Entry staffing requirements
Set-up specific site parameters for use on a local computer
Review ICD-9 coding for specific data entry staff regarding quality and quantity
Understand the use of the three ICD-9 files that can be maintained/updated locally to assist the Data Entry staff with the coding process
Produce customized Health Summaries
Understand all aspects of the Supervisor's menu
Generate, review, and correct all PCC error reports
Maintain/print various IHS tables
Generate PCC Management Reports based on specific Administrative questions

Intended Audience

This course will benefit: those responsible for administering/monitoring/managing PCC and EHR data, such as: PCC managers, supervisors, leads, and health information management personnel (medical records personnel); and information systems personnel.

Pre-requisite: Must have a basic knowledge of the PCC and/or EHR data entry (Coding Queue) process, or attending the PCC Data Entry I class prior to taking this course.

Day 1

Welcome	30 min
Introduction of Instructor and Attendees Review of class objectives, agenda, and training materials, class hours, breaks, and lunch	
PCC SUPERVISOR Options and Utilities:	60 min
Review menu options on Supervisor menu Review PCC Master Control File Customizing Your Data Entry Data Entry Site Parameters Switch mnemonics on/off	
Break	15 min
PCC SUPERVISOR Options and Utilities: (cont.)	75 min
Link In-Hospital Visits to Hospitalizations PCC database clean-up Delete Duplicate Primary Providers from Visits Auto Merge Event (E) Visits on Same Day Complete Orphaned Visits Review Chart Review and Telephone Calls w/ancillary data Review Visits with a Returned to Stock Medication Generate report for clean-up Allergies recorded on PROBLEM LIST	
Lunch	60 min
PCC SUPERVISOR Options and Utilities: (cont.)	60 min
Quality Improvement Track Quantity Track Quality Generate Forms Tracking Report Generate report with count/list of visits flagged incomplete Tally of Reviewed/Completed Visits by Operator Add new Chart Deficiency Reason to Table	
PCC Local Table Maintenance	
Health Summary	60 min
Review Health Summary Components Customize Health Summaries Construct flow sheets	
ICD Coding Responsibility	30 min
Updating ICD files Frequently Used Diagnoses Synonyms Keywords	
Break	15 min
ICD Coding Responsibility (cont.)	75 min

Day 2

Generating Error Reports

90 min

Review and fix Uncoded Diagnoses .9999 codes

Generate/Edit Errors on Visit Review Reports prior to export

Break

15 min

PCC Management Reports

105 min

Closing / Completion of Evaluation (on-line/form)