

**Data Bank Education Forum
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New and Upcoming Features

- Continuous Query
- Report Forwarding
- Related Query Response

- Continuous Query

New and Upcoming Features

Purpose

Continuous Query is a subscription service that notifies subscribers of new information on any of their enrolled practitioners within one business day of the Data Bank's receipt of the information.

Designed and developed to help meet new accreditation standards that require ongoing monitoring of practitioners.

Since 2007, health care providers have enrolled more than 1.5 million practitioners.

New and Upcoming Features

With Traditional Query

An average of 302 days lapse between receipt of a report and the disclosure of the report in response to a query.

Re-credentialing means re-querying practitioners and reviewing all the results to identify new information – a tremendous amount of effort for large organizations.

New and Upcoming Features

With Continuous Query

The service notifies subscribers of a report on their enrolled practitioners within one business day of receipt by the Data Bank.

By handling new reports as they are disclosed, your organization is always up to date. You can deal only with events that need your attention. You can immediately resolve issues that require your attention.

New and Upcoming Features

Using Continuous Query

- Requires the same practitioner information
- You continue using your subject database
- Subscription fee: \$3.25 per enrollee per Data Bank per year
- No separate query fee
- Upon enrollment, receive the same report information as a query response
- Continuously queries on your behalf and notifies you of any new reports
- No need to re-query for reappointments or temporary privileges extensions

(continued)

New and Upcoming Features

Using Continuous Query, continued

- Notification is sent via email
- The entity must log in to retrieve the information
- The subscription period for each enrollee is 12 months
- The subscription expires on the last day of the same month of the following year: All subscriptions begun in September 2012 will expire on September 30, 2013

New and Upcoming Features

Enrollment

- Based on an entity's current registration
- For each practitioner, you receive an initial query and continuous monitoring for one year for each Data Bank in which the practitioner is enrolled

New and Upcoming Features

Enrollment Confirmation

- Returned for every enrolled subject
- Confirms that a practitioner is enrolled in Continuous Query
- May be used to demonstrate compliance with accreditation standards
- Includes subject information, enrollment dates and status, and any report made on a practitioner

New and Upcoming Features

Endorsements

- The Joint Commission
- National Committee for Quality Assurance (NCQA)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Utilization Review Accreditation Commission (URAC)
- Centers for Medicare & Medicaid Services (CMS)

Using Continuous Query meets all obligations imposed by the Health Care Quality Improvement Act of 1986 (HCQIA).

New and Upcoming Features

Comparing Costs

Each one-time query costs \$4.75 per practitioner per Data Bank.

Enrollment in Continuous Query costs \$3.25 per practitioner per Data Bank per year.

- Practitioners are renewed for \$3.25 annually per Data Bank
- Continuous Query is priced to be cost neutral

New and Upcoming Features

Renewing Practitioners

Manually renew practitioners:

- Monthly email notifications sent 60 days before renewal
- Sign in to renew practitioners
- One-month grace period after enrollment ends

Renew practitioners automatically:

- Sign in to turn on auto-renewals
- Effortless, continuous coverage

New and Upcoming Features

Canceling Practitioners

Must cancel an enrollment when a practitioner leaves your organization.

Can schedule cancellations for future date – for example, with locum tenens practitioners.

Practitioner information can be returned to your subject database.

Canceled practitioners' enrollment confirmations available for 4 years.

New and Upcoming Features

Monthly Email Messages

You receive a monthly email message summarizing Continuous Query activities for the month:

- Upcoming renewals
- Number of disclosures
- Number of Continuous Queries submitted
- Renewals processed
- Scheduled cancellations
- Total enrollments

New and Upcoming Features

Preventing Duplicate Queries

You are warned if you try to submit a one-time query on an practitioner enrolled in Continuous Query.

This feature helps prevent unnecessary queries while transitioning to Continuous Query.

New and Upcoming Features

Who Uses Continuous Query

Used by more than 3,400 health care organizations.

More than 1.5 million practitioners are enrolled.

The overall renewal rate is 90%.

Feedback from the user community has been positive.

New and Upcoming Features

Why Organizations Don't Use

In 2010, the Data Bank received feedback from users offering these reasons organizations do not use Continuous Query:

- Lack of information (38% of hospitals, 16% of MCOs)
- Price concerns (24% of hospitals, 35% of MCOs)
- Not comfortable with change (23% of hospitals, 26% of MCOs)
- Concerns with accreditation (5% of hospitals, 2% of MCOs)

- Report Forwarding

New and Upcoming Features

Report Forwarding

- Launched January 2012
- Reporters can forward electronic reports to state boards using Data Banks' system
- Both sides must opt in:
 - Boards declare professions/fields licensed
 - Reporters choose where to forward each report
- Board is notified of report by email; reporter is notified when report is viewed

New and Upcoming Features

Report Forwarding – Reaction From Boards

As of June 30, 2012:

Boards eligible: 558

Boards accepted: 387

Boards declined: 62

No response: 109

Reports forwarded: 3,447

Reports eligible: 6,391

- Related Query Response

New and Upcoming Features

Related Query Response

- Scheduled for release in November 2012
- Will link associated reports submitted by a single entity arising from a single incident
- Goal is to help explain report relationships
- Developed because counting incidents is a better indicator of practitioner activity than counting reports

New and Upcoming Features

Related Query Response Details

- Query responses will consist of:
 - o Cover sheet
 - o Followed by matched reports
- Current cover sheet will be revised to reflect multiple actions
- Queries involved: Continuous Query, Self Query, one-time query

Thank You

Contact

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