



Abstracting for Accuracy

Customized Inter-rater Reliability Services

Working together to ensure data quality

■ Customized Inter-rater Reliability Phone Consultation Services Available

Stratis Health is pleased to offer customized inter-rater reliability phone consultation services that will provide hospitals with the opportunity to receive one-on-one assistance in educating and assuring the competency of abstraction staff.

An inter-rater reliability process compares abstraction results between two abstractors to assess the comparability of findings. This process ensures quality improvement measures are abstracted from the patient medical record consistently by all abstractors using standardized abstraction definitions. This free service to Minnesota critical access hospitals includes an inter-rater reliability program that allows the comparison of abstraction findings between individual abstractors and Stratis Health to ensure comparability of abstraction findings.

To ensure data quality through abstractor consistency, a sample of abstracted medical records is abstracted a second time by an independent abstractor and an element-to-element comparison performed. This helps to identify problem areas in the abstraction process, as well as areas that may need further explanation or clarification. It is also an opportunity for hospital abstractors to make comments about variables that may be confusing and need more explanation.

■ Who would benefit from these services?

This consultation service is ideal for staff new to the role of abstraction or other staff seeking a refresher or reaffirmation of their skills.

■ Who is providing the consultation services?

Robyn Carlson, RHIA, CPHQ, Stratis Health's Abstraction Services Coordinator, will provide individualized abstraction consultation tailored to the needs of hospitals and abstractors.

■ Benefits of the inter-rater reliability program and abstraction consultation

- Ensures data are consistently abstracted using the same criteria and abstraction definitions
- Assures that all staff abstracting data from medical records are abstracting using a consistent approach
- Assists hospitals reporting data into the QIO Clinical Warehouse for validation purposes
- Provides a venue for Stratis Health to learn about issues inherent to abstraction of the Center for Medicare & Medicaid Services (CMS) clinical topics, thereby allowing the Quality Improvement Organization to better assist all Minnesota hospitals with similar situations

FOR MORE INFORMATION

To arrange an appointment for your organization to discuss the inter-rater program phone consultation services and/or answer any questions you may have, please contact **Robyn Carlson at 952-853-8587 or r Carlson@mnqio.sdps.org**.

Inter-rater Reliability Process Guidelines

1. Abstract three (3) medical records for each CMS clinical topic you are collecting data on (acute myocardial infarction, heart failure, pneumonia, and surgical infection prevention).

If more than one (1) person is abstracting in your facility, all should participate in the inter-rater process.

Each abstractor can abstract the same medical record, but should do them independently.

Use the CART paper tool to abstract data. The CART paper tools for each clinical topic are available from QualityNet Exchange at:

<http://qnetexchange.org/public/hdc.do?hdcPage=rltd-rsrcs>

Select the CART paper tool that is specific to the quarter of abstraction (i.e. discharges July 1, 2005 through September, 2005) you are completing.

2. Select medical records not currently being used for data submission purposes (i.e. use medical records discharges prior to October 1, 2005).

Copy the entire inpatient medical record visit that was abstracted. This includes any elements of the medical record collected in electronic format. Send the copy of the medical record along with your completed paper abstraction tool to:

**Robyn Carlson, Abstraction Service Coordinator
Stratis Health
2901 Metro Drive, Suite 400
Bloomington, MN 55425**

*Please note: Records should be sent via secure mail (e.g., certified mail, FedEx, UPS).

3. Upon receipt of the medical records, Robyn Carlson, Abstraction Services Coordinator, Stratis Health, will call to set up a time for your phone consultation to discuss your re-abstraction results and to answer your abstraction questions.

The time line for individual consultation will depend upon the number of inter-rater requests received.

NOTE: Stratis Health will destroy all copies of medical records received.