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ABBREVIATIONS AND SYMBOLS; “DO NOT USE”

Home
The University of North Dakota Center for Family Medicine, Bismarck, is a fully accredited residency training program that has graduated over 150 physicians. The Center is administered by the University of North Dakota School of Medicine and Health Sciences. We are a three-year program and accept five first year residents annually through the NRMP Match.

Our program is sponsored by both hospitals in the community — Sanford Health and CHI - St. Alexius Medical Center — and enjoys the tremendous support of the local teaching faculty.

**FACULTY:**

Program Director: Jeff Hostetter, M.D.

Associate Program Director: Jackie Quisno, M.D.

Assistant Program Directors: Karin Willis, M.D.  
Joseph Luger, M.D. (Dermatology)  
Brynn Luger, MA, LPCC, NCC (Clinical Counselor)  
Rhonda Schafer-McLean, M.D. (OBGYN)

**PART-TIME FACULTY**

Peter Woodrow, M.D. (OB/GYN)  
Joan Connell, M.D. (Pediatrics)  
Kristin Melby, FNP

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Overall Program Goals/Mission Statement

1) To provide well-trained family medicine physicians to meet the needs of the people of North Dakota.

2) To provide continuing, comprehensive quality healthcare in family medicine.

3) To provide an integrated and progressive educational program for resident physicians.

4) To provide the opportunity for each resident physician to develop and maintain a continuing physician-patient relationship.
Paramedical/Ancillary Staff

The Center for Family Medicine is fortunate to have a dedicated and enthusiastic ancillary staff. The following is an abbreviated description of the duties for each classification of positions. The staff performs many other duties other than those described below; however, this information is to provide you with the basic function of each job classification.

Business Manager
The Business Manager is responsible for the overall supervision of the ancillary staff and insures the efficient function of most aspects of the clinic. She/he is involved with the budget process (clinic operations and financial management), risk management, personnel administration/human resources (staff procurement), marketing and public relations, and ensures compliance with regulatory agencies. In addition to this, this person is in charge of coordinating the Practice Management/Management of Health Systems module rotation and training for the Residency Program and is involved in the Residency Recruitment process. The Business Managers at the UND-CFMs now have a direct reporting relationship on our Organizational Chart the Associate Dean of Administration & Finance at UND’s School of Medicine & Health Sciences. The Business Manager is also a member of the UND-CFM’s Oversight Committee.

Residency Coordinator
The Residency Coordinator is responsible for the overall scheduling of the Residents. He/She coordinates Resident schedules with Community Preceptors, Director’s schedules, and clinic Preceptor schedules. He/She is responsible for the monthly calendars (call schedules and rotation schedules) as well as preparing evaluations for dissemination for all of the required residency rotations. The Admin Assistant also is responsible for maintaining Accreditation documents for the Residency Program, and completes the Residency Billings that are invoiced to our sponsoring hospitals for GME reimbursement/reconciliation. This person is responsible for tracking the Resident’s clinical and hospital encounters, rural rotations, and elective experiences.

Nursing Staff – Team
This department consists of clinic nursing staff (RNs & LPNs). In addition to this we have a Geriatric Nurse Coordinator and Diabetic Nurse Coordinator. Our nursing staff is efficient and knowledgeable. You will find that you can depend on them to serve you and your patients effectively. They prepare patients to be seen by the physicians, maintain the exam rooms for procedures, schedule appointments for your patients with other physicians and services based on your orders, keep the team pod stocked with supplies and medications, and prioritize patient messages.

Medical Records
Medical Records staff manage all patient charts prior to their visit, file test results, etc. in the patient charts and re-file the charts after the preceptor process is completed. This department is also in charge of HIPAA compliance as well as Release of Information. Presently, our Medical Transcription is outsourced, so the Medical Records Staff are responsible for obtaining signatures and filing of transcription as well.

Front Desk Receptionist/Schedulers
The receptionists are responsible for answering telephone calls that come into the clinic and maintain the core switchboard, routing calls as appropriate. They are responsible for setting up physician schedules and scheduling all patient appointments for physicians, nurses and ancillary support services. The receptionists are also responsible for collecting co-pays and writing receipts for the patients. The receptionists validate patient demographics and insurance information upon the patient’s entry to the clinic system. In addition, they follow-up on no-show appointments with a letter to the patient. This department is also in charge of sorting the daily mail and payments. The payments are written on the daily payment log.

Radiology
The department is staffed with a radiologic technologist and a certified Diagnostic Operator. Service is provided during regular clinic hours. Our department performs general diagnostic x-rays and is equipped with a computerized radiology system. Images are read by Sanford’s radiologists by means of a PACS system. Radiology is cross-trained to do electrocardiograms, holter monitors, event monitors, pulmonary function tests and hearing screenings.
Laboratory
This department consists of laboratory scientists. Our in-house testing is broad and includes urinalysis, chemistry, hematology, microbiology, serology, and coagulation. What we are unable to do on-site is sent to our reference laboratory, Northern Plains Laboratory. Turnaround time for most reference lab results is 12-24 hours. The lab is cross-trained to assist radiology staff with several ancillary testing procedures. The Laboratory Director/Supervisor acts as a lead team member on the UND-CFM’s Risk Management Committee and Quality reports.

Patient Accounts & Billing (Business Office)
This department consists of certified Professional Coders. The department is in charge of the clinic and hospital billing. They are responsible for maintaining proper billing procedures along with coding the charges with the correct ICD9 diagnosis and CPT Procedures. They make sure all insurance is filed and updated on any major insurance changes. They manage the accounts receivable for charges and collections and reconcile the daily deposit.

Pharmacy
This department consists of a PharmD and a Pharmacy Tech. The department is in charge of assisting the residents/faculty with any medication/prescriptions needs. CFM Pharmacy is open Monday-Friday from 8am-5pm. The pharmacy offers a variety of over-the-counter medications, supplies, and prescriptions to our staff, residents, and patient populations. All pharmaceutical representatives report to the pharmacy for scheduling, displays, and drug samples where the samples are stored, inventoried, and dispensed to the patient (with a valid order from MD’s).

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Clinic and University Websites:

Policy and Procedures will be emailed to residents and all clinic departments. A hardcopy of the manual can be found in lab, medical records, nursing and administration.

The URL for the **UND Center for Family Medicine Bismarck** is as follows:

http://www.cfmbismarck.und.edu

Direct patients and prospective residents to the site as necessary. Biographical sketches/photos are included on the site for all Faculty and Residents.

The URL for the **University of North Dakota’s School of Medicine & Health Sciences** Home Page is as follows:

http://www.med.und.edu/

You can link back to UND Center for Family Medicine Bismarck by locating the Department’s Academic tab.

The University of North Dakota’s School of Medicine & Health Sciences **GME Residency Training Program** Home Page is located at

http://www.med.und.edu/residency

All UND residents and faculty are required to complete the **UND Institutional Review Board's (IRB) Human Subjects Training Module**. The URL for this module is:

www.citiprogram.org

Home
Resident Recruitment Criteria

Purpose: To provide the UND Center for Family Medicine Bismarck with qualified candidates for residency selection.

Policy: The UND Center for Family Medicine Bismarck will use the following guidelines for resident selection:

1. All applicants must hold a doctor of medicine or doctor of osteopathic degree from a medical school approved by the North Dakota Board of Medical Examiners with the date of graduation to be five years or less from start of residency.
2. All applicants must have completed USMLE Step I and Step II, preferably with a score of 80 or above.
3. All applicants must meet the requirements set forth by the North Dakota Board of Medical Examiners to be licensed in the state of North Dakota. In specific, applicants are permitted a maximum of three attempts to pass each step of the licensing examination. The examination requirements must be successfully completed within a seven (7) year period.
4. All applicants must submit two letters of recommendation from a US clinic/hospital or US practicing physician.
5. If an applicant does not meet the above criteria, they can be considered only if they successfully complete an observership at the UND Center for Family Medicine Bismarck.
CFM Clinic Responsibilities

1. Clinic has priority over rotational responsibilities.

2. Notify the receptionist and/or your nurse at the earliest possible time if you will be late/absent from clinic.

3. Morning clinic schedules begin promptly at 8:30 a.m. Please call your team nurse directly if you anticipate running late.

4. Afternoon clinic schedules Tuesday through Friday begin promptly at 1:00 p.m.

5. Tuesday afternoon schedules begin after the residents business meeting (1:30 p.m.)

6. A maximum number of six physicians are scheduled per one-half day. No more than four residents per half day, unless a second preceptor is available.

7. Effective May 1st of each year, third year residents may drop to two half days per week until graduation. (During the last five clinic days in June, third year residents are scheduled to work ½ day). This is contingent upon having adequate clinic numbers. Residents are required to see 1650 total patients for the three years.

8. All PGY-1 clinic patient encounters need to be precepted by a CFM faculty member BEFORE the patient leaves the clinic.

9. For PGY-2 and PGY-3 residents, a minimum of every third clinic patient encounters need to be precepted by a CFM faculty member.

10. All Medicare patient encounters need to be precepted by a CFM faculty member. A faculty member must see and examine Medicare patients that are scheduled in clinic for PGY-1 residents during the first 6 months of the PGY-1 training. All Medicare patients provided Level 4 or 5 care must be seen and examined by a precepting faculty. Also a faculty member must be physically present and actively participate for all procedures on Medicare patients. The precepting faculty must write a brief note in the patient chart for all Medicare visits.

11. Resident clinic notes will be audited/reviewed by CFM faculty preceptors.

12. It is mandatory for all OB visits seen by a Resident to be precepted with the Attending Physician BEFORE the patient leaves the clinic.

13. Clinic session will be scheduled as follows:
   a. 1 full day for PGY-1 residents.
   b. 2 full days for PGY-2 and PGY-3 residents.
   c. Clinic sessions will be FULL days in clinic opposed to 2 or 4 half days.
   d. Exceptions: NICU, ICU, and OB will not have full days, but rather afternoon sessions only

14. The current clinic preceptor will not be allowed to see scheduled patient visits during that clinic day unless it is a patient emergency.

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Clinic Chief Resident Responsibilities

1. Meetings and Conferences:
   A. Chair the resident weekly business meeting or arrange for the Clinic Chief Resident to do so.
      1. Coordinate questions or problems that need to be discussed at the business meeting.
      2. Inform residents of policies and/or policy changes.
      3. Take and dictate minutes of the meeting.
      4. Place weekend call schedule on board in large conference room.
   B. Represent Center for Family Medicine at meetings as assigned or required.
   C. Follow guidelines of Conference Attendance Policy-please see policy for details.

2. Clinical:
   A. Act as back-up physician in clinic for: medical students, interns, physicians on extended
      vacations/leave and walk-in patients.
   B. Arrange medical student orientation and work/call schedule as well as be involved in overseeing their
      clinical education.
   C. Act as liaison between the residents and the CFM Clinical Staff.
   D. Screen telephone calls requested by receptionists and other staff.
   E. Attend all Center for Family Medicine deliveries as able.
   F. From 8:00 a.m. to 5:00 p.m., assist in taking telephone questions from Nursing Homes regarding UND’s
      Nursing Home patients when the primary care physician cannot be reached. The Geriatric Nurse, Chris,
      can be very helpful when these situations arise.

3. Other duties as required or assigned:
   A. Promote educational activities.
   B. Receive and handle items referred by the program coordinator, nursing staff, and/or other clinical staff.
   C. Act as back-up to interns for the FMTS.
   D. Coordinate orientation of new interns to various departments.
   E. Escort prospective residents on date of interview.

I acknowledge that I have read and understand the above responsibilities.

________________________________________________________________________

Name_________________________ Date________________________

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UND CFM Policy and Procedure
FMTS Intern Responsibilities

1. Interns are expected to, under the direction of the Senior resident, utilize every opportunity to gain experience in the Emergency Room or the Inpatient ward.

2. As directed by the Senior resident, Interns will be responsible for admitting patients to the Adult Medicine Teaching Service (FMTS), performing daily rounds on FMTS patients, and finding patient information among other duties as necessary for patient care.

3. The Senior resident is expected to give the Intern requested guidance and teaching regarding patient care, so ask for help.

4. Follow guidelines of Conference Attendance Policy – please see policy for details.

I acknowledge that I have read and understand the above responsibilities.

________________________________________  __________________________
Name                                                                 Date
**FMTS Senior Resident Responsibilities**

1. Senior residents are responsible for admitting all UND Center for Family Medicine (CFM) faculty patients, patients transferred from outlying communities and facilities as well as all “unassigned” patients that are admitted to the Family Medicine Teaching Service (FMTS).

   A. If the Senior resident admits a CFM patient that has been previously admitted and cared for by another CFM resident or another CFM resident is that patient’s primary care physician, the care is transferred to the other resident the following working day at 8:00 a.m. This is contingent upon the patient’s request (priority #1) and mutual understanding between the physicians involved.

   B. All patients on the FMTS must have an **Information Sheet** (BOHICA Sheet) in order to facilitate communication at sign-out to the other residents. It is the responsibility of the admitting resident to complete the **Information Sheet** initially. It should be filled out at the time of admission and must be updated before each sign-out.

2. The attending physician must be notified of all acute status changes (i.e. ICU admissions, emergent surgeries, marked clinical deterioration, etc.) on patients on the FMTS.

3. **Emergency Room Responsibilities.**

   The Senior resident may be called for all CFM patients seen at both Emergency Rooms. The Emergency Room physician may call the CFM resident (s) on call at his/her discretion for the care of CFM patients and assistance with the Emergency Room workload. No patient may be discharge from the Emergency Room without being seen and the chart signed by a licensed physician.

4. The Senior resident is responsible for responding to CFM patient telephone calls after regular clinic hours.

5. Senior residents are responsible for supervising and teaching PGY-1 residents assigned to the FMTS. Specifically,

   A. The Senior resident is responsible for promptly reviewing (in person) all admissions done by the PGY-1 resident to the FMTS.

   B. The Senior resident is responsible to give the PGY-1 resident requested guidance regarding patient care.

6. Senior residents should assign case topics to residents and medical students based on interesting cases from clinic or inpatient experience or as needed.

7. Follow guidelines of Conference Attendance Policy – please see policy for details.

I acknowledge that I have read and understand the above responsibilities.

Name ___________________________ Date ____________

UND CFM Policy and Procedure
Conference Attendance Policy

Purpose:
Noon conferences are a significant portion of the learning residents receive, and are essential for board preparation and future practice. Thus attending as many of these sessions as possible is of high priority. This policy delineates

Policy:
1. Mandatory Conferences/Events will be published on the monthly calendar by the Residency Coordinator.

2. Residents are required to attend 75% of conferences.
   A. The attendance requirement can be met in two ways: 1) live attendance at the conference, or 2) viewing the recording of the conference on the internet.
   B. If the conference recording is viewed, the resident must send an email to the Residency Coordinator answering the questions at the end of this policy in order to receive credit for viewing.
   C. No more than 25% of conference attendance can be done by viewing recordings.
   D. Residents are excused from attendance if they are on vacation, CME, personal days, sick leave, or out-of-town rotations.
   E. Residents on night FMTS rotations are expected to view the conference recordings and are NOT excused from the requirement.

3. Attendance reports will be distributed monthly.

4. Deficient residents must make up their deficiency in the next semester.

5. Consequences for deficient attendance:
   A. Residents may not use ANY of their vacation time if they are below the 75% attendance mark. This includes time for family events and elective doctor’s appointments. Residency Coordinator will keep track of the percentage on a daily basis and notify resident and faculty when the 75% mark is met.
   B. If the resident is out of vacation time, the resident will be required to view recorded conferences during their continuity clinic time. They will not be able to see patients until the 75% mark is met.

* Answer these questions via email to Residency Coordinator after viewing a recorded conference in order to receive credit for the conference.

Name:

Title of presentation:

Date and time watched online:

1) One thing I learned from the presentation:

2) One change I will make in my practice from watching the presentation:
Goals and Objectives Policy

1. Residents are required to review the Goals and Objectives for each rotation with their preceptor no later than the end of the first week of the rotation.

2. Residents are required to have the preceptor sign the Goals and Objectives, and then turn them into the Program Coordinator by the Monday after the end of the first week of the rotation.

3. If the resident fails to turn in the signed Goals and Objectives form, the resident can be placed on vacation until the form is turned in. They can also be taken out of their continuity clinic until the form is turned in.

4. Goals and Objectives are provided to each resident at a minimum of one week prior to any rotation. Goals and Objectives can also be downloaded from the residency website by following the link below.

http://www.med.und.edu/center-for-family-medicine-bismarck/bcfm-goalsobjectives.cfm
Criteria for Advancement to Senior Resident Level

Purpose:
To ensure that a senior resident is qualified to supervise first year residents.

Policy:
The following criteria must be met in order for a resident to assume Second Call duties:

1. The USMLE Step 3 must be taken by June 30th of the calendar year; i.e. by the end of the PGY-1 year.
2. Faculty must confirm that the resident is qualified to provide PGY-1 supervision in a manner that is safe for patients.
3. If the USMLE Step 3 is failed, whether the resident may continue on Second Call will be determined on an individual basis. Criteria considered by faculty in this situation will include, but not be limited to:
   A. In-Service Training Exam scores
   B. Academic standing documented on evaluations
   C. Number of rotations passed during the PGY-1 year

In-Training Exam (ITE) Performance

Introduction: The American Board of Family Medicine (ABFM) In-Training Examination (ITE) is a nationally standardized instrument administered to all family medicine residents enrolled in ACGME postgraduate training programs given annually during the last week of October. The ITE has been shown to be a useful predictor of future success on the ABFM specialty examination.
The exam tests core knowledge and patient management skills in eight major areas: Internal Medicine, Surgery, Obstetrics, Community Medicine, Pediatrics, Psychiatry and Behavioral Sciences, Geriatrics and Gynecology.
All residents are released from other responsibilities in order to be present for the examination, and no vacation or elective time off is allowed during the week of the exam. The examinations are scored by the ABFM and the results reported to the Program Director.

Purpose: To encourage lifelong learning; to ensure residents attain and retain the requisite knowledge to safely advance through the residency program; and to achieve a 100% pass rate for first time takers of the ABFM specialty examination at the end of residency training.

Definition: Using the Bayesian score predictor provided with the ITE, residents are expected to score at a level that is equal to or greater than 90% prediction of passing the certification exam. Residents who attain scores below this level for their training year have a significantly poor prediction for passing the ABFM exam.

Procedure: A resident with low ITE performance will be identified by the program director and the resident’s faculty mentor following the receipt of the ITE examination results.

PGY 1 - The first year resident will meet monthly with the mentor to review progress. The resident and mentor will develop an individualized strategy to prepare them for the next year’s ITE. This may include:

- Reviewing the ITE exam results to identify areas needing improvement
- Going through all the ITE exam Qs/As in those identified areas and reviewing
- Reading the twice monthly American Family Physician journal and completing the AFP CME quizzes
- Complete 25 AAFP board review questions weekly; focus on topic areas for board questions based on ITE performance areas that were suboptimal
- Take practice quizzes from the ABFM app

PGY 2 – The second year resident will meet with the mentor. A strategy will be developed, which likely will may include:
- Those items listed under PGY 1 remediation above
- Completing the AAFP Family Medicine Board Review Self-Study course (available through the UND CFM residency).
- Enrolling in an additional Q-bank

PGY 3 – The third year resident will meet with the mentor. A strategy will be developed, and will include
- Taking a 1 month elective dedicated to board review which will include an “away” live board review course; the resident would be required to pay for this course out of pocket, unless they have remaining CME dollars available to use

**Policy for Unsuccessful Remediation:** If remediation is unsuccessful and the resident fails to meet the standard set for performance in the remediation process and on the follow-up examination, the resident will immediately be placed on academic probation. Subsequent arrangements will vary and may include a second remediation program to dismissal from the program. The resident’s duration of training could be extended by the time necessary to successfully complete the subsequent remediation.

**RESOURCES**

**American Family Physician (AFP) journal quizzes**
AAFP website: www.aafp.org
Long in with your own username and password to obtain appropriate CME credit
Sign into the AFP CME quizzes
Complete the quiz twice monthly
Report CME from quiz completion on your AAFP CME site
Print a copy of your transcript from the AAFP website to place in portfolio for biannual review

**AAFP Board Review questions**
Enter AAFP website as above using your username and password
Sign into Board Review Questions
Complete 10 board review questions weekly; focus on topic areas for board questions based on ITE performance areas that were suboptimal
Print a copy of your transcript as above for your portfolio for biannual review

**ABFM app**
Free to download
Take practice quizzes; choose topic areas to focus on topic areas based on ITE performance as above

**Well Baby Clinic**
This scheduled clinic (first Friday of each calendar month) is the responsibility of senior residents on a rotating basis. Similar to call, this scheduled responsibility may be traded between senior residents.
Weekly Time Records for Residents

Purpose:
To insure compliance with all duty hour time regulations stipulated by the ACGME.

Policy:
1. All residents will daily log their duty hours using the E*Value website.
2. If the duty hours are not submitted by the end of the third day of the week, the resident will be contacted by the Program Coordinator; then, the Program Director will recall the resident from their assigned duties and place them on vacation time until they submit their duty hours. This will likely have a negative impact on the evaluation for their current rotation.

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**Resident Procedure/Experience Data Base Instructions**

All residents are required to turn in a listing of their procedures during their time spent at the UND Center for Family Medicine. These records will be used to obtain hospital privileges at the hospital when you have completed residency. You may use one of the following two options to record your procedures:

1. **Experience Cards (Yellow Cards)** Please fill in as much information as you have on the patient, the diagnoses, and procedures performed. (You may use a hospital sticker for the patient information section, but please be sure to list your preceptor).

2. **Procedure spreadsheet.** You may start your own spreadsheet with patient information. Please use the format of the spreadsheet template that is available from the Program Director.

This information should be turned into the Program Coordinator every year in May and November in order that it may be included on your semi-annual evaluation and ACGME Milestone assessment.

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Miscellaneous Hospital Policies

The following is a general overview of Hospital Issues. Please refer to the Medical Staff Policy Manuals for both Sanford Health Systems and St. Alexius Medical Center for details.

1. All Admissions, Discharge Summaries, and Procedures need to be done under the name of an attending physician. It is important to write the name of the attending physician on all orders and to specifically mention the name of the attending physician on all notes.

2. Family Medicine Residents are not responsible for coverage of any area of either hospital except as outlined in the section titled Residents and as assigned by rotational preceptors. This means that residents are NOT solely responsible for running CODES or coverage of the ER; however, it is expected that residents will participate in these activities.

3. It is expected that ALL documentation will be timely, written or dictated clearly, concisely and with completeness. Use only well recognized and approved abbreviations.

4. Services available to residents at either hospital at no charge include: Lab coats, Meals at St. Alexius, Library services, and Parking.

5. Although there is no specific dress code at the CFM or at either hospital, it is required that physicians dress in a professional and responsible manner. Scrubs are discouraged when seeing patients in continuity clinic, and are allowed to be worn only when residents are FMTS, Obstetrics, and Surgery.

6. Family Medicine residents do not have Active Staff clinical privileges at either hospital. Clinical privileges for residents are determined by the clinical privileges of their attending physicians. The level of supervision of residents is determined by level of training of the resident and level of comfort of the attending physician.

Home
Protocols defining common circumstances requiring faculty involvement: care of complex patients, ICU transfer, DNR decisions, etc.

1) Inpatient FMTS service
When issues arise where there is need for 1) increased supervision of care, 2) expert consultation on the complex patient, 3) overwhelming volume of patient care, or 4) any other situation where the resident does not feel comfortable making decisions, the following protocol should be followed:

a. Contact the attending physician – explain situation and ask for guidance.
   *The attending physician is responsible for determining the course of action.

b. If unable to contact the attending, contact the Program Director.

Related policies/protocols:
A. If resident on the FMTS is ill, they should contact the attending physician who will adjust staffing and patient load as they deem necessary to ensure balance between service and educational obligations.

B. The FMTS has a hard cap of 20 patients.

2) Outpatient continuity clinic
When issues arise where there is need for acute patient care outside the scope of the clinic setting, the following protocol should be followed:

a. Contact the precepting physician – explain situation and ask for guidance.
   *The precepting physician is responsible for determining the course of action.

3) Nursing home or other long-term care facility:
When issues arise where there is need for higher level of care or any questions regarding the most appropriate course of action for patient care, the following protocol should be followed:

a. During the day, contact the precepting physician at the clinic – explain situation and ask for guidance.
   *The precepting physician is responsible for determining the course of action.

b. During the night, contact the FMTS attending physician – explain situation and ask for guidance.
   *The FMTS attending physician is responsible for determining the course of action.

c. If unable to contact the precepting or attending physicians, contact the Program Director.

4) Patient phone calls
When issues arise where there is any questions regarding the most appropriate course of action for patient care, the following protocol should be followed:

a. During the day, contact the precepting physician at the clinic – explain situation and ask for guidance.
   *The precepting physician is responsible for determining the course of action.

b. During the night, contact the FMTS attending physician – explain situation and ask for guidance.
   *The FMTS attending physician is responsible for determining the course of action.

c. If unable to contact the precepting or attending physicians, contact the Program Director.

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Hospital Admission Responsibilities

1. Weekdays (7:00 a.m. – 7:00 p.m.)
   a. All patients are to be admitted by FMTS residents.
   b. When a clinic patient is admitted to the hospital by other than the primary care resident, the patient is transferred to the primary care resident or FMTS resident as soon as possible. The admitting resident is responsible for the orders and the history and physical.
   c. Unassigned patients admitted through the ER are admitted by the FMTS residents.

2. Weekday Nights (7:00 p.m. – 7:00 a.m.)
   a. All patients to be admitted and cared for by the FMTS residents.

Admission Order Signature Policy

Purpose:
1. To ensure admission orders are accurate and that patient safety is maximized.
2. To maximize the amount of learning experienced for PGY-1 residents on the UND FMTS from each hospital admission.

Policy:
1. All admission orders written by PGY-1 residents are to be reviewed and approved by a PGY-2 or PGY-3 resident BEFORE they are submitted to be implemented.
2. This only applies to the initial set of admission orders, not to orders for ongoing care.

Fatigue Mitigation

1) The UND and the program will provide all residents with educational activities to teach strategies that may be used to mitigate fatigue including, but are not limited to, strategic napping; the judicious use of caffeine; availability of other caregivers; time management to maximize sleep off-duty; learning to recognize the signs of fatigue, and self-monitoring performance and/or asking others to monitor performance; remaining active to promote alertness; maintaining a healthy diet; using relaxation techniques to fall asleep; maintaining a consistent sleep routine; exercising regularly; increasing sleep time before and after call; and ensuring sufficient sleep recovery periods.

2) The program, in partnership with Sanford Health, Trinity Health, CHI St. Alexius, and WRHS, will provide adequate sleep facilities and safe transportation options for residents who may be too fatigued to safely return home.

3) If a resident is too fatigued to safely return home, they may take the following actions as they prefer:
   a. sleep in call rooms that are available at the hospitals or at the Bismarck CFM.
   b. ask attending to arrange a ride home for them
      1. This may be provided by faculty or CFM/hospital staff.
   c. obtain a ride home using Uber, Lyft, or taxi.
      1. The resident is to inform the inpatient service attending or site director that they will be doing so BEFORE they leave the hospital.
      2. The program will reimburse the resident for the expense of the ride once they submit the receipt for the ride per UND policies and procedures.
**Patient Scheduling**

1. First year residents are scheduled 3-6 patients per afternoon; half an hour per patient. Please contact the front desk if more time per patient is needed or if more patients can be scheduled.

2. Schedules can be checked by going to the Medicat Appointment page.

3. Except in emergencies or special arrangements, patients are seen by appointment; however, walk-ins are welcome.

4. If a physician asks an unscheduled patient to come to the clinic, the physician must to notify the front desk and nursing staff so the that preparations can be made before the patient is seen. If a patient comes in for an exam and is to return for lab work the nurse must be notified.

5. Residents that have morning clinic are expected to arrive at 8:30A.M. Those with afternoon clinic hours are expected to arrive at 1:00 P.M. and remain in the clinic until 5:00 P.M. to cover walk-ins and/or late scheduled patients.

6. If a physician is delayed for a scheduled appointment at the clinic, they must always notify the appointment desk personnel.

**OB Scheduling**

1. OB patients will be scheduled with a specific resident if they request so.

2. If the patient does not have a preference or does not request a physician, the patient is scheduled with a resident on a rotating basis.

3. If a patient requests a pregnancy test but does not have a physician, the test is ordered through Chief/Dr. Hostetter. If the test is positive the nurse will instruct the patient to see a physician as soon as possible. If the patient wishes to continue with the Family Practice Center and asks whom they should see, the patient is told to check with the receptionist to see which physicians are available. A patient will occasionally ask the nurse who the physicians are that she works with and will make a choice from the group of physicians

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Rural Rotations

1. Rural rotations may be conducted in a community office outside of the Bismarck-Mandan area for a period of not less than two weeks and a maximum of eight weeks during the second and third years of residency.

2. The Program Director or designee will coordinate, negotiate, and approve all rural rotations.

3. Rural rotations during the last two weeks of June and the first two weeks of July will not be granted.

Inpatient Pediatrics

Purpose:
Provide adequate funding for the required inpatient pediatrics rotation.

Policy:
1. All residents will be required to do a one month rotation with the University of Colorado Pediatrics Department.

2. In addition to the regular monthly salary that the resident will continue to receive while in Denver, the UND Center for Family Medicine will refund the resident mileage to and from Denver at the current state rate.

Medical Coverage for Sporting Events

Purpose:
To delineate the procedures for insuring adequate medical coverage when residents and faculty are providing medical coverage for sporting events.

Policy:
1. Either a faculty member or a PGY-2 or PGY-3 resident will be allowed to provide medical coverage at sporting events in the community.

2. If a resident is providing coverage, a faculty member must be either concurrently present at the event or be available by phone to provide immediate consultation. The resident is responsible for establishing the consulting coverage arrangements BEFORE the start of the sporting event.

3. Medical care will be provided by either the faculty or resident physician based on the policies, procedures and medical releases/permissions of the team.

Moonlighting

1. Moonlighting activities will not interfere with the resident’s clinic, hospital, or rotational responsibilities.

2. Moonlighting will NOT take priority over the resident’s clinic schedule. Clinic or rotation responsibilities will not be shortened for moonlighting purposes.

3. Residents must keep track of moonlighting in their log book.

4. Residents may not moonlight when scheduled on second call or as chief.

5. Residents must log their time spent moonlighting as duty hours in E*Value.

6. Refer to the “Moonlighting Policy For Residents” at the UND SMHS GME policies website. 
   https://med.und.edu/policies/_files/docs/gme-moonlighting.pdf

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UND CFM Policy and Procedure
Vacation/Leave

1. Vacation time with pay is earned by residents for the purpose of freeing the resident from his/her regular duties to spend time in rest and recreation. Vacation time **cannot** be carried forward from year to year, or accumulated at the end of the residency. **Use it or lose it.**

2. Leave can be granted in the following categories per UND policy:

   **Vacation:** Residents/Fellows shall receive 3 weeks (21 calendar days = 15 weekdays + 6 weekend days) of paid vacation annually to be taken in periods of time mutually agreed upon by resident/fellow, training site, and Program Director. Vacation is non-cumulative from one year to the next.

   **Meetings:** Residents/Fellows may receive up to 7 calendar days (5 weekday + 2 weekend days) of paid leave for professional meetings, annually and non-cumulatively.

   **Sick Leave:** Residents/Fellows will be given 12 calendar days of paid sick leave per calendar year for personal and dependent illness. Sick leave is noncumulative from one year to the next. Residents/Fellows are responsible for notifying their program director of any absence because of illness. Residents/Fellows shall provide medical verification for absences due to illness when requested. Residents/Fellows who use all allotted sick leave may not meet ACGME or certification board requirements. If incapacity results in more than 3 days, the UND Long-Term Medical and Family Leave Policy will be followed.

   [https://med.und.edu/residency-programs/benefits.html](https://med.und.edu/residency-programs/benefits.html)

3. Leave requests should be presented as far in advance as possible and must be approved by the Vacation Committee. The Vacation Committee is made up of the three faculty members. It will meet every two weeks to review leave requests.

   The committee will use the following guidelines for approving leave:
   a) First come, first served.
   b) No leave allowed if resident is on OB, Inpatient Peds, or FMTS rotations.
   c) No leave allowed the last week of June and first week of July.
   d) For a two week rotation, only is two days of leave allowed. For a month rotation, only five days of leave is allowed.
   e) For situations involving emergency, health, family problems, or other special circumstances, please attach a written explanation requesting variance from the above policies to the Leave Slip.

4. Procedure residents are to follow in requesting leave:
   a) Arrange call coverage for the days off requested.
   b) Submit request at least two weeks in advance by completing a Leave Slip and placing it in the black box on the Program Coordinator’s desk.
   c) Leave slip will be returned to you in your mailbox with either approval or denial written on it. If denied, the reason for denial will be written as well. Special circumstances will be considered, but are not a guarantee that approval will be granted.
   d) Have front desk supervisor sign off that clinic is covered.
   e) Return slip to Program Coordinator.
   *f) **Leave not officially approved until you get front desk approval and return the slip!**

5. Vacation requests, during the last week of June and the first week of July may be granted with prior approval.

6. A maximum of one week is granted during any single 4-week block rotation. A maximum of 2 days is granted during any single 2-week block rotation
7. If more than two residents from a given year of training (PGY-1, PGY-2, PGY-3) request vacation for the same period, approval shall be subject to the Program Director’s discretion.

8. Leave with pay is earned on the following basis:
   - **First Year Resident** – 15 working days plus 5 CME/meeting days
   - **Second Year Residents** – 15 working days plus 5 CME/meeting days
   - **Third Year Residents** – 15 working days plus 5 CME/meeting days
   * Total leave time for conferences includes travel time.

9. Sick leave may be used for illness or other health related issues, maternity/paternity leave, funerals, or family emergencies.

10. There are no categories for “personal leave” or “professional leave”. Any leave for personal or professional reasons including job interviews must be taken from the vacation category.

11. Time off for religious activities or community service count as vacation days.

12. FMLA leave is available for qualifying situations. This is unpaid leave and can be taken for time off over and above the above limits.

13. Days missed to take board exams DO NOT count toward any category since they are required duty assignments.

14. A VERY IMPORTANT CAVEAT:
   You have many more sick days allowed by the UND (12) than are allowed by the ABFM (6). **If you use more than 6 sick days per year, you will have to extend your residency.**

   **“Vacation, Illness, and Other Short-Term Absences** Residents are expected to perform their duties as resident physicians for a minimum period of eleven months each calendar year. Therefore, absence from the program for vacation, illness, personal business, leave, etc., must not exceed a combined total of one (1) month per academic year. The ABFM defines one month as 21 working days or 30 calendar days.”

   https://www.theabfm.org/cert/absence.aspx
**Medical Record Documentation**

Medical record documentation is required to record pertinent facts, findings, and observations about the individual’s health history including past and present illnesses, examinations, tests, treatments, and outcomes. The medical record chronologically documents the care of the patient and is an important element contributing to high quality care.

The principles of documentation listed below are applicable to all types of medical and surgical services in all settings. For Evaluation and Management (E/M) services, the nature and amount of physician work and documentation vary by type of service, place of service and the patient’s status. The general principles listed below may be modified to account for these variable circumstances in providing E/M services.

1. The medical record should be complete and legible.

2. The documentation of each patient should include:
   - Reason for the encounter and relevant history, physical examination findings and prior diagnostic results;
   - Assessment, clinical impression or diagnosis;
   - Plan for care;
   - Date and identity of the observer.

3. If not documented, the rationale for ordering diagnostic and other ancillary services should be easily inferred.

4. Past and present diagnoses should be accessible to the treating and/or consulting physician.

5. Appropriate health risk factors should be identified.

6. The patient’s progress, response to and changes in treatment, and revision of diagnosis should be documented.

The CPT and ICD-10 CM codes reported on the health insurance claim form or billing statement should be supported by the documentation in the medical record.

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Dictation Time Limits

Purpose:
To keep our clinic chart dictations as up to date to ensure the best possible patient care and safety.

Procedure:
1. All physician and staff providers will have 7 days after the date of visit to have a note for the visit dictated.
2. All documentation must be verified and signed by the provider within ten days of the clinic visit.
3. If documentation is delinquent, the medical records staff will inform the Program Director and the following will apply:
   a. Not additional patient visits will be scheduled beyond what is already on the provider’s schedule.
   b. Additional patient visits will not be scheduled until the provider has completed all delinquent documentation.
4. If dictation is delinquent for greater than 1 year from date of service, the note will be locked by Medical Records staff with the following statement added to the note.
   “This note has not been completed by the provider. It cannot be submitted for billing, and any additional information added by the provider would likely be inaccurate. Thus the note is being signed by clinic staff as an incomplete note in order to expedite administrative processes.”
5. Although providers are strongly encouraged to complete and sign all documentation before going on vacation, the above time limits can be interrupted by vacation time without penalty. For example, if a provider goes on vacation five days after seeing a patient they will have an additional 2 days to complete their documentation upon returning to work.

Notification of Diagnostic Report Results

Notification of diagnostic results to patients is to be monitored to insure that physicians are reviewing patient results and patients are receiving their diagnostic test results in a timely manner.

a. Routine reports will be communicated with the patient within 2 weeks of receiving the report.
b. Critical reports will be communicated ASAP from when the report was received.

Internal tracking of diagnostic tests will be done periodically by risk management (lab, xray, EKG, Audiograms, Pap, biopsy). Providers will be reminded monthly if outstanding reports are present in their Medicat tasks.

Notification and reading of results can be documented in Medicat in the Order/Results tab. Mark the read box to document the physician reviewing the result and that the patient has been notified of the result. Fill in the comment field how the patient was notified, by PHONE, CLINIC VISIT, LETTER or OTHER.

All paper diagnostic reports faxed or mailed to the clinic will also be stamped by the nursing staff for review by the physician. The medical records staff will return reports to the physicians if the stamp is not filled out for them to complete before filing the report in the patients chart.

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UND CFM Policy and Procedure
Notification of Results

Physicians, lab, x-ray and nurses can explain to the patients when a referral or diagnostic test is ordered to contact the clinic if results have not been communicated to them. This information (business card) will be given to the patient along with referral appointment, take home instructions and when lab tests are ordered.

You are having a diagnostic test today or in the near future. If you do not receive your results from your physician within one week of your test, please contact the Center for Family Medicine at 701 751-9500 for your results. If you reschedule this diagnostic test, please notify your physician’s nurse. Thank you for choosing UND Center for Family Medicine for your family’s healthcare needs.
Consent for Treatment

Informed Consent

I. Purpose:

A. The informed consent process is viewed as being integral to the physician/patient relationship and to the practice of medicine. Informed consent is not simply a signature on a preprinted form; instead, it is a process of information exchange and an opportunity to educate the patient about recommended treatment. Anytime a “material risk” is associated with a procedure, informed consent should be obtained. The attending physician is responsible for obtaining the informed consent from the patient or legal guardian of a minor.

B. Basic consent entails letting the patient know what you would like to do and asking if it is alright to proceed. Basic consent is important and valid in regard to noninvasive and routine procedures such as x-rays and venipunctures.

C. The physician, may exercise “therapeutic privilege” and not inform a patient of a particular risk if the physician can document that explanation of such risk would affect the patient’s ability to make a rational decision or cause harm that would exceed the risk itself.

D. The patient’s consent should only be “presumed” rather than obtained, in emergency life threatening situations, when the patient is unconscious, or incompetent and no surrogate decision maker is available.

1. Procedure:

A. The informed consent process should be obtained for the following:
   1. Minor surgery which involves entry into the body
   2. Non-surgical procedures involving more than a slight risk or harm to the patient, or involving a risk of change in the patient’s body structure.
   3. Experimental procedures
   4. Patient photographs (involving medical care)
   5. Procedures in which the medical staff determines that a specific explanation to the patient is required.

B. The consent for diagnostic and/or surgical procedure form should be obtained for the following:
   1. Any minor surgical procedure
   2. Colposcopy
   3. Colonoscopy
   4. Laryngoscopy
   5. Endometrial biopsy
   6. HIV testing
   7. Nexplanon Insertion
   8. Novasure
   9. IUD
   10. LEEP

C. The physician will explain and discuss the proposed procedure with the patient and/or legal guardian.

D. The diagnostic and/or surgical procedure consent form will be executed, and the physician will obtain informed consent to include the following:
   1. A description of the procedure to be performed in terms understandable to the patient.
3. The identity of the physician who will perform or order the procedure.
4. A statement that indicates that the patient has read and understands the consent form.
5. A statement that indicates that the patient has had an opportunity to ask questions and has had those questions answered in terms understandable to the patient.
6. The patient or legal guardian’s signature, the date and time the consent was signed.
7. The signature of a witness, (may be a physician), and the date signed.

E. Special consent forms should be obtained for the following:
   1. Against medical advice
   2. Sterilization – Tubal ligation and Vasectomy
   3. Stress test
   4. Botox
   5. Pulse Light Therapy
   6. Colonoscopy

F. For Medicaid (female) sterilization procedures:
   1. The attending physician is responsible for obtaining the informed consent from the patient, but the physician or the nurse may need to read the contents of the consent form to the patient before instructing the patient to read and sign it.
   2. Thirty days must elapse after the date of the patient’s signature on the consent form, before the sterilization procedure may be performed.
   3. One week in advance of the procedure, the nurse will send the completed form to the physician performing the sterilization procedure, one copy to the hospital, and one copy is retained in the patient’s medical record.
   4. The physician’s statement on the consent form is to be signed by the physician at the time of the hospital admission or shortly before the sterilization procedure.
   5. Refer to the Department of Health Information for Women packet.

2. Documentation

In all cases the physician is responsible to document in the progress note or procedure note that the essential elements of informed consent were discussed. At a minimum this should include:
   1. Treatment options
   2. The risks and complications of the procedure
   3. The opportunity for the patient to ask questions

3. Incapacitated persons

Informed consent for health care for a minor patient or a patient who is determined by a physician to be an incapacitated person and unable to consent may be obtained from a person authorized to consent on behalf of the patient. The following is in order of priority that may provide consent to health care on behalf of the patient.
   1. The individual to whom the patient has given a durable power of attorney that gives them the authority to make health care decisions for that patient.
   2. The appointed guardian of custodian of the patient.
   3. The patient’s spouse who has maintained significant contacts with the incapacitated person.
   4. Children of the patient who are at least eighteen years of age and who have maintained significant contacts with the incapacitated person.
5. Parents of the patient, including a stepparent who has maintained significant contacts with the incapacitated person.
6. Adult brothers and sisters of the patient who have maintained significant contacts with the incapacitated person.
7. Grandparents of the patient who have maintained significant contacts with the incapacitated person.
8. Grandchildren of the patient who are at least eighteen years of age and who have maintained significant contacts with the incapacitated person or
9. A close relative or friend of the patient who is at least eighteen years of age and who has maintained significant contacts with the incapacitated person.

Informed consent for health care for a minor patient or a patient who is an incapacitated person must make reasonable efforts to locate and obtain authorization for the health care from a competent person.

Before any person authorized to provide informed consent, the person must first determine in good faith that the patient, if not incapacitated, would consent to the health care.

No person authorized to provide informed consent pursuant to this section may provide consent for sterilization, abortion, or psychosurgery or for admission to a state mental health facility for a period of more than forty-five days without a mental health evaluation or other court order.

4. **Minors**

A general rule, a minor cannot consent to their own treatment and the consent of a parent or legal guardian is required to treat the minor for non-urgent matters.

Written consent, **Consent for Minors Medical Care and Information**, is required when someone other than parent/guardian will accompany the minor patient to the appointment if anticipated that the parent/guardian will not be present for the appointment.

Parents/guardian can sign the **Authorization of Release of Information form** for information to go to another person approved by the parent/guardian.

A provider seeking consent for a minor patient must make reasonable efforts to locate and receive authorization for the health care from a parent/guardian.

If written consent cannot be obtained from the parent/guardian, attempt to contact the parent/guardian to discuss the office visit findings and treatment plan, unless the minor patient is permitted by law to obtain treatment without parental consent. State of ND explains a minor to be ≥ 14 years of age for the following exceptions that can be treated without parental consent.

1. Treatment of Minor for sexually transmitted disease
2. Emergency Care
3. Blood donations
4. Prenatal Care and other pregnancy care services

A minor who has been deemed emancipated by a court of law may also consent for their own treatment.

The HIPAA rules provide an exception to protecting a minor patient’s PHI when that minor patient seeks treatment without parental consent. If the Provider’s professional judgment deems it in the best interest of the minor patient to inform the parent/guardian of the minor patient’s visit, the provider may do so.
Document the reason for disclosing information in order to support the disclosure was in the minor patient’s best interest.

To prevent the unwanted release of information, to include billing charges, to a parent/guardian when a minor seeks treatment the dictation note and that date of service billing charges will need to be flagged to alert all staff to this RESTRICTED note and charges. Follow the RESTRICTED MINOR VISIT checklist.

5. Refusal to be Informed

An exception to the informed consent process occurs when a patient refuse to be informed about a treatment or procedure. There could be many reasons for this and it is the responsibility of the physician to attempt to find out why the patient is refusing to be informed before a treatment or procedure is done. Another option is to see if the patient will allow the physician to provide this information to a relative or friend.

Documentation necessary in the event of Refusal to be Informed:
1. Information that was given to the patient before they refused further information, and that the patient refused to be informed.
2. Plan of care.

6. Refusal of Treatment

A mentally competent patient may refuse any medical treatment. In order to satisfy the requirements of the informed consent process, it is important that patients are provided with the risks associated with not undergoing a treatment.

When informing a patient who is refusing a treatment do and document the following:

1. Evaluate the patient’s capacity to make decisions.
2. Assess the patient’s overall understanding of the information provided.
   Re-educate the patient when necessary.
3. Document
   a) diagnosis and recommended treatment,
   b) risks and benefits of the recommended treatment,
   c) alternative treatments if available
   d) risks and consequences of not having the recommended treatment, and reasons for refusal.

Home
**Patient Education**

Patient education is given to a patient to provide help in solving his/her health problem. It should be incorporated into routine office visits for all patients. Effective patient education ensures that patients have a sufficient level of knowledge and understanding, which allows them to make informed decisions regarding their care. Patient education is selected to recognize the education level, literacy and language needs of patients. Select education materials that are written at a 5th to 8th grade level. Education materials need to support education provided and not take place of provider education.

Approved Websites to provide patient handouts for education are listed below. Multiple copies of handouts that cover common health problems in the community can be printed. Periodically check website for revisions and update handouts. If education materials are not on this list or part of current handouts the information needs to be approved by a faculty member.

- **Family Medicine:** [http://familydoctor.org/online/famdocen/home.html](http://familydoctor.org/online/famdocen/home.html)
- **Pediatric Medicine:** [www.cpnonline.org](http://www.cpnonline.org)
- **Dermatology:** [www.aad.org](http://www.aad.org)
- **Diabetes:**
  - [http://www.diabetes.org](http://www.diabetes.org)
  - [https://www.novomedlink.com/](https://www.novomedlink.com/)
- **American Academy of Pediatrics** [http://brightfutures.aap.org/tool_and_resource_kit.html](http://brightfutures.aap.org/tool_and_resource_kit.html)
- **Medicat**
  - Lexicomp Patient Instructions
  - Clinical Key
  - DynaMed

Approved Patient Handouts to provide education to patients are listed below. If new education handouts are to be implemented they need to be approved by a faculty member.

- **OB:** First OB packets
- **Diabetic Patients**

**Interpreters:**

Pacific Interpreters Service-Nursing will be trained in how to access these services when needed.

**Language Translation:**

Patient education and/or letters can be translated via Pacific Interpreters Services. Contact the Medical Records department if you are in need of these services for patient care.

**Documentation Guidelines:**

1. Medicat; Choose the correct transaction in the EDUCATION field to find the education handout. It is possible to search by diagnosis also. A Treatment Set can be found in PLAN section of a SOAP note also.
2. Evaluation of the patient’s ability to comprehend the information provided.
3. The content name and source of patient education materials that were provided to the patient. Remember to include all education used-verbal, audio, written. There is NO need to include a copy of the handout in the medical record.

4. Evaluation of the patient’s understanding of the information provided. (e.g., teach back, repeat back)

5. Interpreters-Document use of and service (ex. telephone). Document name of the interpreter services, name of the interpreter, and description of the information provided, patient’s stated level of understanding of the information, signature of nurse of medical provider making the entry.

6. Nursing must have approval of the provider for all education given. List source and handout given per physician.

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**Patient History**

Patient’s medical history is summarized in the patient’s electronic record on the Patient Summary page. The patient’s medical history needs to be reviewed routinely.

**MEDICATIONS:** Reconciled by nursing for each clinic visit in the Patient Summary. If dosage changes have occurred, nursing will review changes with the physician. Physicians will review and make appropriate changes in Rcopia.

**HISTORY:** Medical, Family, Surgical and Social history needs to be reviewed and updated by the physician for all established patients on an annual basis. New patients will need to be entered during their initial exam.

For health maintenance and annual medication recheck physicals, all categories in the Patient History Summary need to be reviewed.

For problem focused visits, only the Patient History Summary categories related to chief complaint visit need to be reviewed.

**ALLERGIES:** Reconciled by nursing every visit in the Patient Summary.

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**EXCEPTIONS:**

**OB:** Documentation of these items is done on the ACOG templates.

**PEDS:** Forms approved by the American Academy of Pediatrics Bright Futures will be used.

The Child Health Questionnaire needs to be completed on both sides and filed on the left side of the chart. Forms will be scanned and attached to the visit. The clinic Residents using the Pediatric forms are still subject to preceptor review.

Well Child forms are designed for different age brackets. We will as a clinic use these forms for patients up to the age of fourteen. After the age of fourteen the Patient Summary will applicable. An exception would be for patients with disabilities, we can then use the form marked Teen/14-21 years.

The form labeled Ped’s Problem List is an optional form that can be used.
Geriatric Education

Nursing Home Rounds:

1. Objectives
   a) Identify aspects of the aging process.
   b) Gain an awareness and sensitivity to the medical, emotional, social, economic and physical needs of the elderly.
   c) Enhance perceptions and attitudes toward the elderly.
   d) Develop an insight into the continuity of care of the elderly in a long-term health care center.
   e) Gain knowledge regarding the role of the physician caring for the elderly patient in a long-term health care center.

2. Protocol
   a) There will be an assigned “nursing home week,” where each physician will see their nursing home patient. To meet the Medicare guidelines, this visit will be at least every 30 days on a new admission to the nursing home facility for the first 90 days and at least every 60 days thereafter.
   b) Nursing home teaching rounds will be held one time per month, after the above completed nursing home week.
   c) At the nursing home teaching rounds, all residents will meet during a noon luncheon, along with the geriatric nurse and a preceptor.
   d) One assigned resident will present a short lecture on an assigned geriatric topic.
   e) Each resident physician will present his or her patient to the group. This will give the resident an opportunity to discuss their patient’s care with a preceptor and other residents.
   f) One or two residents will be assigned to go on walking rounds with the preceptor and the geriatric nurse. This is where we will see each patient and sign the appropriate forms.

Geriatric Home Visits:

1. Objectives
   a) Demonstrate the informational value of a home visit.
   b) Develop and maintain observational skills.
   c) Learn about cultural, social and environmental habits of the patient.
   d) Increase understanding of family dynamics.
   e) Aid the resident in developing a more holistic approach to geriatric care, utilizing the information obtained on the home visit.

2. Protocol
   a) The resident is responsible for selecting an appropriate patient for a home visit. The geriatric nurse or preceptor may also suggest patients.
   b) Geriatric team members that will attend the home visit will include the preceptor, resident physician, geriatric nurse and social worker when possible.
   c) Each resident will participate in a minimum of one geriatric team home visit per year.
   d) The geriatric nurse will schedule home visits.
   e) The geriatric team visit will be brief (30-60 minutes), and by appointment. The geriatric nurse will have the billing sheet, the patient data base, and chart when available. The nurse will also obtain the patient’s vital signs, when appropriate. The geriatric nurse is available to perform venous blood draws, if needed, but this needs to be discussed in advance.
   f) Following the home visit, the resident physician will dictate findings and follow-up plans of treatment.
Other components and duties:

1) Select a patient for a home visit, and complete a minimum of one home visit per year.
2) Attend all nursing home care conferences for your nursing home patients
3) Communicate to the geriatric nurse any potential or new nursing home patients.
4) Promptly sign orders from nursing homes that are sent to residents at the clinic, and place them into the outgoing mail bin.
5) Communicate to the geriatric nurse when you are not able to attend any of the above-mentioned assignments.
Graduation Requirements

Criteria for receiving a certificate of completion at the end of residency:
1. Successfully complete all required rotations.
2. All completed rotations have a filled out evaluation form from the preceptor.
3. Turn in all experience cards and/or documentation.
   a. Must have 30 vaginal deliveries and an additional 10 continuity deliveries
   b. ABG Form documenting completion of 10 procedures
   c. Foley Cath Form documenting completion of 10 procedures
   d. Pap Smear Form documenting completion of 10 procedures
   e. Wet Mounts Form documenting completion of 5 procedures
4. Complete all ACGME patient visit requirements.
   a. 1,650 total continuity clinic patient visits
   b. 165 continuity clinic patient visits for patient under 10 years old
   c. 165 continuity clinic patient visits for patient over 60 years old
   d. 75 pediatric (<18 years old) ER visits
   e. 75 pediatric (<18 years old) hospital visits
   f. 40 newborn hospital visits
   g. 250 total pediatric (<18 years old) ER and hospital visits combined
   h. 750 adult (>18 years old) hospital visits
5. Have all clinic notes completed.
6. Turn in Procedure Log
7. Pay all late Resident Dues
8. Completed Duty Hours logs
9. Have completed the Residency to Reality Series
10. Turn in documentation of completed QA/QI project from hospital committee

To be turned in on last working day of work:
1. Practice Management Book Club Book
2. Key to clinic key
3. Beeper
4. Moonlighting Log
5. Practice and Contact Address

Reminder:
Apply for your own Medicaid ID number
Attending Physician’s CFM Clinic Responsibilities

1. Attending Physician’s need to be available at the clinic during the hours that they are assigned as Preceptor.
2. It is mandatory that the preceptor for the clinic is stationed in the preceptor office (“Fish Bowl”) at all times during their assigned times unless they are precepting procedures or have other duties associated with precepting patients in the clinic.
3. It is mandatory for all OB visits seen by a Resident be precepted with the Attending Physician.
4. It is mandatory that the precepting Attending observe a significant portion of one patient visit for each Resident during the clinic session. This will apply to all levels of residents.

Home
Confidentiality and Disclosure of Concern Cards

Purpose:
To delineate the procedures for insuring confidentiality of Concern Cards submitted to Program Director or Site Director.

Policy:
1. Concern Cards submitted to the Program Director or Site Director via e*Value or written suggestion will be kept strictly confidential by the Program Director or Site Director and the Program Coordinator.

2. If the PD deems that patient safety is in jeopardy from the information on the Concern Card, the Program Director or Site Director may choose to intervene immediately in such a way that anonymity of the content of the Concern Card cannot be maintained. However, the actual Concern Card itself will not be shared with the person who is the subject of the report.

3. The Program Director or Site Director may use general information from Concern Cards to shape resident or faculty feedback. However, every attempt to maintain the anonymity of the author of the Concern Card will be made.

4. The Program Coordinator will keep all Concern Cards about a resident in a separate section of their personnel file. These will be not be able to be viewed by anyone other than the Program Director or Site Director and Program Coordinator. They will be removed from the personnel file and destroyed when the resident graduates from the program.
Event Reporting

Purpose:

An event is an occurrence that is inconsistent with the routine operation of the clinic or the routine care of a patient. The event may or may not result in an injury or harm to a patient or visitor. If no harm occurred, the event is considered a near miss. Near misses are important in event reporting because the potential for harm is present and needs to be addressed to prevent a similar occurrence which may lead to harm.

Policy:

For reporting system to be successful, it is important that a culture of safety is in place, recognizing that the patient safety is the top priority and encouraging staff member to report errors and near misses. It should not contain subjective narrative or attach blame to others.

Staff members should report all events on an incident form within 24 hours of the event. Event incident forms will be sent to the risk manager/business manager upon completion, and copies of the reports will not be included in the patient’s medical record or personnel files.

Proper investigation of events is critical to understanding the cause(s) and to identifying areas for improvement. The report, which contains factual information around the event, will be used to initiate the investigation of the event. For serious events that cause injury, harm or additional medical intervention and treatment, a root cause analysis (RCA) will be performed. This process allows those involved in the event and others to participate in an analysis by reviewing the event, what led up to it, and the aftermath.

Tracking and trending reported information will assist the risk management committee to evaluate processes and care patterns within the clinic. Incident and complaint forms will be evaluated periodically and trends reported to the Business Manager and the Medical Director.

Event reporting is considered a quality improvement or peer review function, and will follow state guidelines to protect the information in all the documents included in the reporting and investigation.

STATEMENT OF CONFIDENTIALITY: Data, records and knowledge, including minutes, collected for or by individuals to committees assigned peer review functions are confidential, not public records, and are not available for court subpoena in accordance with North Dakota NDCC 23-34.

Examples of Event Reporting opportunities:

- Near Miss
- Allergic Reactions
- Lack of adequate follow-up
- Surgical or procedural events
- Falls (any incident of an employee injury)
- Equipment failures or improper use of equipment resulting in injury
- Workplace Violence
- Improper Consent
- Procedures performed without informed consent
- Refusal of Treatment
- Refusal to be informed
- Lost or broken valuables
- Sanford Security called
- Patient leaving or signing out against medical advice-noncompliance
- Unanticipated patient outcome
- Missed or delayed diagnosis
- Specimen Labeling errors
- Critical results not communicated to the Provider
- Patient Complaints
- Complications following Treatment
Visitor events (for example, falls) should be reported to ensure that the important information is captured at the time of the event. If possible, tactfully take pictures of the fall area.

Document all events using the State of ND Medical Service Incident Report found at:

https://www.nd.gov/risk/riskvision/rmis/Incidents/default.asp?guest=true

Employee Injury events will be recorded by following the guidelines from the University of North Dakota Safety website. The forms will include:


Home
Complaint Management

The Risk Management Team of UND Center for Family Medicine will manage the risk associated with minor and non-critical events per their organizational policies. Complaints regarding resident performance will be managed by the Program Director or Site Director.

Purpose:
Complaints or concerns received by clinic staff reflect patient perceptions and expectations. Feedback, solicited or unsolicited, presents an opportunity to identify issues and implement systematic processes to improve care and/or service.

Procedure:
All clinic and administrative staff will be responsible for receiving complaints. Complaints related to a specific department will be forwarded to the department supervisor. Complaints related to physicians will be forwarded either to the Business Manager or the Program Director.

1. The patient complaint is received either verbally or in writing by any staff person.
2. A complaint form will be completed by the person receiving the complaint.
3. If the complaint can be resolved at this level, the staff member receiving the complaint will:
   - Resolve complaint
   - Complete complaint form including signature and date
   - Completed form will be forwarded onto the Business Manager to be reviewed and original to be filed with the assigned CFM Risk Management Representative. A copy will be sent to the Risk Management Division of the State of ND if warranted.
4. If the complaint cannot be immediately resolved, the complaint form will be forwarded to the Business Manager, Program Director, or Site Director. An investigation will be initiated and a timely review of the events surrounding the complaint will be done. Documentation will be made on the complaint form.
5. Changes will be made in policy/process in a timely manner and communicated to all staff as appropriate.

Home
Patient Satisfaction Survey

Purpose:
Patient Satisfaction Surveys reflect patient perceptions and expectations. Feedback, either solicited or unsolicited, presents an opportunity to identify issues and implement systematic processes to improve care and/or service. In making UND Center for Family Medicine the healthcare facility of choice, we are committed to maintain the trust our customers have in UND and our Residency Program, and to insure we exceed our customers’ expectations in the event dissatisfaction with service occurs. The patient satisfaction surveys will help us to create individual relationships with our customers and build a service recovery culture within our organization.

Procedure:
Patients are “handed/mailed” the “Physician/Resident” surveys by Nursing Staff at the completion of their clinic visit. This process will occur biannually for Faculty/Resident Evaluations with a random sampling of 10 surveys per Faculty/Resident(Upper level) and 5 per first year Resident. Results of this particular survey will be shared with Residents during their respective evaluation(s). Qualtrics Survey Software is used to record results and view reports per the University of North Dakota policy.

Patient Satisfaction Surveys
General statistical information is gleaned from quarterly reports. Patient Satisfaction Surveys will be reported biannually, or more frequently as determined by Administration, to the Business Manager, Risk Management Committee, Program Directors, Residents, and Ancillary Staff.
Improvement activities will be identified and monitored by the Risk Management Committee.
At a minimum, an annual report will be presented to the Medical Practice Providers including improvement made as a result of patient complaint/concerns. Results of “Patient Satisfaction Surveys” are routinely reviewed and evaluated by the governing board, the medical staff and administration. Complaints identified through patient satisfaction surveys are forwarded to the Risk Management Committee. Risk Management shall collaborate with appropriate staff to investigate and provide follow-up to the patient and/or family.
Electronic Communications

Purpose:
To assure the appropriate use of electronic communication within the UND Center for Family Medicine in addition to the general UND Computing and Network Usage Policy.

Procedure
1. Password Protection:
   a. All assigned to or created passwords by an employee are private and should not be shared with others. All electronic devices and applications shall be password protected. Passwords need to be changed frequently using a unique password.

   b. Only use a program under your personal login information. Do not use a program accessed by another employee. Log employee out and then log in with your information.

2. Facsimile:
   a. Practice reasonable safeguards to avoid a misdirected fax by ensuring the correct fax number is used. Protect PHI by using fax machines that are located in secure places and using a cover letter every time a fax is sent.

   b. If documents including PHI are faxed to the incorrect fax number, a breach has occurred. Contact the HIPAA officer or Supervisor. Refer to UND CFM’s Faxing policy for the complete guidelines to send and receive facsimile that include PHI.

3. E-mail:
   a. When using the University of North Dakota’s e-mail system, the individual user must understand that it is an unsecure form of communication. No patient protected health information (PHI) may be included in the message. Care must be taken at all times to protect against a HIPAA breach.

   b. E-mail is used within the clinic appropriately by staff using the University assigned email address for an employee. By State of North Dakota law, university email content is considered public record, and thus may be open and accessible for inspection.

   c. E-mail communication with patients shall be done with a secure system. Encryption is the only approved mechanism to electronically transmit PHI. The use of the Medicat EMR patient portal will provide a secure means to communicate with patients.

4. Personal Device:
   All personal devices are not required by staff to fulfill an employee’s job requirements. By State of North Dakota law, all electronic communication records are public records, and thus may be open and accessible for inspection. The use of personal devices opens the employee to personal liability for discoverable electronic communication.

5. Texting:
   a. When using texting the individual user must understand that it is a secure form of communication. No patient protected health information (PHI) may be included in the message. Care must be taken at all times to protect confidential information.

   b. Texting should not replace a phone conversation in order to avoid miscommunication between you and the patient or employee. Texting should be avoided during patient care to prevent errors.

   c. Texting is not to be used for communication with patients.

6. Social Media:
   Social media is a means of communication using web-based and mobile technologies for the exchange of information. Social Media is not to be used for communication with patients about patients and/or their PHI. No health or medical related information that relates to official activities may be posted on social media.

7. Lost or Stolen Device:
   a. All lost or stolen devices need to be reported to the department supervisor as soon as possible. The mobile provider will need to be called to deactivate the phone. If a PHI breach is a concern the HIPAA officer will need to notified of the breach.

UND CFM Policy and Procedure
b. Applications are available for devices that can locate the lost device and the phone can be remotely locked or the information can be deleted from the phone. i.e. Find My iPhone. It is recommended that electronic mobile devices have this or a similar application.

8. Termination or Resignation of Employment:
   All employee access to current software applications and devices will be deactivated.
   
   *For complete UND policy see the office of Human resources and Payroll Services Annual Notification of Policies.
CLINICAL OBSERVER/SHADOWING POLICY

Purpose:
To establish a policy and procedure for short-term visiting residents (international or US medical graduates) who are not eligible to provide clinical services.

Policy:
Observers, or shadowers, will not have any clinical responsibilities but must complete institutional documentation requirements in order to avoid liability and confidentiality issues. These are HIPAA requirements.

1. Observers, or shadowers, are non-employees. An onsite observation agreement must be completed prior to the shadowing experience. The completed application must be kept on file.

2. Observers, or shadowers, must complete UND CFM’s HIPAA training. A copy of the HIPAA completion certification must be kept on file.

3. Clinical observers/shadowers are not eligible for computer access. Clinical observers/shadowers, will wear an observer name tag while in the facility.

4. A clinical observer may:
   a. Watch, listen, and ask questions of medical students, residents, and attending physicians.
   b. Attend journal clubs and conferences.
   c. Use the medical library.
   d. Touch a patient only with the permission of the patient and presence of an attending supervisor.
   e. A clinical observer must:
      1) Be introduced to each patient they observe.
      2) Have each patient sign the Patient Consent for Presence of Student Observer form.
   f. A clinical observer may not:
      1) Write anything in any patient chart.
      2) Write any prescriptions.
      3) Touch any patient, or talk to any patient without a supervisor being present.
      4) Give any orders, either verbal or written, to any other health care provider or patient.
Credentialing and Privileging of Faculty Providers

Faculty Providers upon hire will need to provide the following information to obtain privileges at UND Center for Family Medicine Clinic. Include all procedure(s) you would like to offer to your patients.

Verify competency to perform any or all of the following:

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bone Marrow Biopsy</td>
<td>Holter Monitor Interpretation</td>
</tr>
<tr>
<td>Botox Injection</td>
<td>Implanon/Nexplanon Insertion</td>
</tr>
<tr>
<td>Colonoscopy</td>
<td>IUD Placement</td>
</tr>
<tr>
<td>Circumcision</td>
<td>Laryngoscopy</td>
</tr>
<tr>
<td>Echocardiography</td>
<td>Nuclear Stress Testing</td>
</tr>
<tr>
<td>EGD</td>
<td>Pulse-Light Therapy of Skin Lesions</td>
</tr>
<tr>
<td>EKG Stress Testing</td>
<td>Language Certification</td>
</tr>
<tr>
<td>Endometrial Biopsy</td>
<td>Vasectomy</td>
</tr>
</tbody>
</table>

Provide evidence of competency by providing a list and number of each performed in the last 3 years certification of training. Current privileging documentation from the hospital or clinic where you practice would fulfill this requirement also. Provide the same for all procedures not listed that are outside your standard training for your specialty.

a. All current faculty as of the effective date of this policy who perform any of the above procedures will be grandfathered with privileges to continue to performing the procedure.

b. Any new faculty or any procedure not listed above will be required to document training by one or more of the following to receive privileges to perform the procedure:
   1) Certificate of training
   2) Evidence of competency

c. The faculty will meet to review both the proposed procedure and the documentation of training, and determine the conditions under which the provider may perform the procedure; i.e. the faculty will serve as a credentialing committee for the clinic. The provider requesting privileges will be disqualified from the final vote/decision of the committee.

1. The hospitals, St. Alexius and Sanford will provide documentation of the credentialing done for the physicians. The hospital will send a letter to the physician confirming credential status. A copy of the letter will be placed in a file and updated as required.

2. A copy of the credentialing process for each hospital is kept on file.

3. Background checks of a physician will be completed following the guidelines of the North Dakota Board of Medical Examiners.

4. Quality review of charts will be done annually to document outcome of procedures for each faculty member.

Each Faculty will provide the following documents to the Residency Coordinator.

Physicians

a. Current letter from hospital (Credentialing/Privileging)
b. Current State License
c. Current DEA
d. Current malpractice binder
e. Certification for PALS, ATLS and ACLS
f. List of Procedures performed by each physician.
g. Verification of Signature
Nurse Practitioner:

a. Current state license ND Board of Nursing  
b. Current ANCC certification  
c. List of Procedures performed by nurse practitioner  
d. Verification of Signature  

Language Certification

To deliver quality interpretation to a limited English proficient patient, we offer Language Line Academy through Pacific Interpreters for interested Physicians and Nurses.

A Bilingual Fluency Assessment for Clinicians testing is needed to assess the level of fluency in English and the second language in a healthcare context setting, as well as medical terminology before the second language is used for patient care at the clinic.

Contact the Clinic Business Manager for more information about this certification.

Home
Peer Review

Purpose: The Peer Review is designed to evaluate the quality and appropriateness of the diagnosis and treatment provided by members of the medical staff with clinical privileges. The peer review process documents recommended corrective action, if necessary, and creates a framework for remedial action for deficiencies found. It will also be used as a tool to determine competency in granting and renewing privileges.

Definition: Peer Review is a process by which a physician investigates the medical care provided by other physicians, nurse practitioners, clinical counselors and CRNAs in order to assess the quality of health care delivered and to determine whether accepted standards of care have been met.

Policy: Peer review will be completed on patient care records that reflect the practice of our providers.

Peer review is meant to provide medical opinions conducted by an objective physician and relevant medical staff. Review should occur by another individual who has comparable levels of training, credentials, and experience. Review of the care provided by nurse practitioners is evaluated by a physician. An individual physician cannot conduct a peer review of his or her own cases nor can a non-peer perform the peer review. This is not meant to be a performance appraisal. Although the peer review process is on-going, data is monitored quarterly.

Procedure:

A predetermined number of medical records will be selected from each of the following areas for each provider practicing in the clinic to be reviewed externally applicable to that provider.

- Medical
- Procedural
- Obstetrics
- Dermatology
- Counseling

In addition, clinical records will also be selected from the following categories:

- Anesthesia- These records will be reviewed externally by an outside CRNA.
- Reported care-related complaints

Any additional cases flagged for review will be reviewed by the Medical Director. If it is determined to be a case that needs to be reviewed, the provider will be contacted and made aware. The Provider will then have time to review the case.

1. Peer review tool criteria will be selected and approved by Medical Director.
2. When the review is completed will be shared with the provider. The provider will provide comments.
3. The peer review tool along with the provider responses will be reviewed by the Medical Director.
4. A report of peer review activities will be provided to the Medical Director.

External Peer Review Guidelines

A sample of charts will be reviewed by an external peer.

Medical:

- 10 clinic visit charts per faculty/attending provider per year.
- 5 procedure visit chart per faculty/attending provider per year.
- 10 obstetric visit chart per faculty/attending provider per year if applicable.
- 10 anesthesia procedures per CRNA per year.
- 10 clinic visit charts per nurse practitioner provider per quarter.
- 10 counseling visit charts per counselor per year.
Disclosure

POLICY:

To maintain transparency and integrity in all of the UND Center for Family Medicine functions. It is appropriate to disclose adverse events, errors and/or unanticipated outcomes that could affect a patient’s emotional or physical health. Discussion of unanticipated outcomes is based on strong communication processes, both before and after treatment or procedures.

An outcome may be negative and/or unanticipated, but not necessarily be the result of an error. The informed consent process should address possible risks, complications and adverse outcomes. A discussion about an unanticipated outcome that was addressed as part of the informed consent process is a much different discussion than disclosing an error.

General Principles

A. **Events to be disclosed** — This includes adverse events, unanticipated outcomes, and occurrences in which patients are significantly harmed or have the potential to be significantly harmed.

B. **To whom disclosure will be made** — Make disclosure to the patient and, only when appropriate, to the patient’s family, significant other or patient advocate.

C. **Timing of disclosure** — Disclose adverse events as soon as possible after the identification that an adverse event has occurred. If event analysis is incomplete within the first 24 hours, then sharing only partial factual information is more important than waiting until all details of the event have been factually ascertained. If the patient is not able to comprehend the information, it should be disclosed to the patient advocate, depending on the severity of the occurrence and his/her need to know the information.

D. **Honest disclosure** — Tell the patient the facts as known, and assure the patient that you are committed to obtaining and providing all available information as it becomes known. Consider the use of support services (e.g., social worker, mental health therapist), as appropriate.

E. **Cultural sensitivity** — Demonstrate respect for individual cultures and provide interpreters for non-English speaking or cognitively impaired patients.

F. **Who will disclose events** — Disclosing adverse events is primarily the attending physician’s responsibility. When it is impractical or unreasonable for the physician to do so, a designee may be used. If the physician is uncertain regarding the event and/or the obligation to disclose or finds it difficult (is unable) to disclose the event to the patient, the physician will consult with the practice administrator and/or the office manager to determine who will disclose the events. The practice administrator and/or office manager, in consultation with the physician, may disclose the adverse event to a patient, if a physician cannot or does not inform the patient in a timely manner.

G. **Events for which disclosure may be discretionary** — Disclosure of certain events is a matter of clinical judgment. Errors that do not harm a patient and do not have the potential to do so may not require disclosure to patients.

H. **Mechanism to assist with the disclosure process** – The physician practice administrator and/or office manager may provide assistance to physicians regarding disclosure. These individuals have the authority to help clinicians make decisions about which adverse events need to be reported and disclosed and to help make decisions about disclosure when the most responsible clinician fails to do so or is unable.

**REACT** program offers assistance to participating healthcare providers, helping them respond promptly and effectively to the needs of their patients, thus contributing to the continuation of the treatment relationship.
The goals of the REACT’s Program are to:
- Encourage empathy and effectuate communication between healthcare providers and their patients
- Educate healthcare providers concerning disclosure and apology
- Support the continuation of the healthcare provider-patient relationship
- Address patient needs following an adverse event
- Reduce the need for litigation

I. Beneficial consequences of disclosures (and error reporting) –

1. Patients receive prompt care for injuries suffered and are fully informed to assist in further decision-making and treatment planning.
2. Errors are opportunities to learn how to improve patient safety.
3. Lessons learned from error reporting will serve to correct system problems.

IV. Procedure

A. Staff Member and Physician Actions

1. Take immediate actions to safeguard the patient, as needed.

2. If the adverse event is of a serious nature, notify the office manager and/or the physician as soon as possible. Complete an incident report and inform the patient’s attending physician.

3. Document the event in an objective and factual manner in the patient’s record as soon as possible after the event.

4. In consultation with risk management, discuss the factual details and sequence of what occurred with the healthcare team and attempt to reconcile any differing perceptions of what occurred.

5. Determine how the details of the event, the outcome and the treatment plan will be explained to the patient and his/her family members. Decide which member of the healthcare team (generally the physician) will discuss the event and with whom (patient and/or family member). Designate a family contact person.

6. Be accessible for questions. Repeated requests for an explanation of the event are a common reaction when patients and family members are informed of an adverse event or medical error.

7. If the event involved a medical device or piece of equipment, preserve these materials for investigation. Do not clean or alter the device or equipment in any way and contact the office manager and/or the physician. Do not return defective devices or equipment to a manufacturer.

8. Notify your malpractice insurance carrier of the event in a timely manner and obtain guidance, as applicable.

9. Defer to the office manager and/or the physician to determine when and if patient billing should occur. Follow compliance policies.

B. Communication Framework for Disclosure

1. Have the attending physician and/or a leadership staff member meet with the patient (and family members as appropriate) as promptly as other duties permit. Delays should be avoided.
2. Present the nature, severity and contributing cause (if known) of the adverse event in a straightforward and nonjudgmental manner.

3. Avoid attributing blame to yourself or to specific individuals or to the organization as a whole. Serious adverse events are rarely due to the sole action or inaction of one person. Do not criticize the care or response of another provider.

4. Disclosure is a process; be sure the disclosing medical providers avoid speculation and focus on what is known at the time of the discussion, what happened, what led to the event, and the recommended course of action.

5. To avoid the appearance of contradicting information, provide a caveat that as information becomes available, further discussion will take place.

6. If further treatment is necessary as a result of the adverse event, describe what can be done, if anything, to correct the consequences of the adverse event.

7. Identify someone (staff member or physician) to have ongoing communication with the patient and/or family members.

8. Convey empathy and use language that is understandable to the patient. Make eye contact and concentrate on presenting your body language in an open and caring manner.

9. Apologizing for the observed occurrence of the adverse event is appropriate. This aspect of communication is separate from discussing ascertained causes of the event. A sincere show of concern can increase the rapport between the patient and provider.

C. Withholding of Information

1. Sometimes the outcome information can put a patient at risk of harm either due to psychological trauma or exposure to physical harm. In such situations, clinical judgment regarding disclosure should be exercised.

2. If information is withheld, document the reasons for such. It may be appropriate to have a mental health provider conduct an assessment to determine concurrence.

D. Reporting and Accountability

Prompt and thorough reporting and disclosure of events by the physician and staff members will be managed by Risk Management and individual provider accountability. The practice will address patient safety concerns through the medical staff peer review process and/or human resource procedures when the investigation reveals a serious lack of provider knowledge, skill deficit, unawareness of the hazard, oversight, or negligent or reckless disregard for patient safety.

E. Documentation

1. Document facts objectively, completely and contemporaneously, including that a discussion of the unanticipated event took place.

2. Ensure that the documentation is dated, timed and signed at the time of the entry.

3. Avoid writing any information unrelated to the care of the patient (e.g., incident report filed or legal office notified) in the medical record.

4. Do not alter any prior documentation or insert backdated information.
5. Record the name and relationship of those present.

6. Include documentation of any questions posed by the patient/family members and indicate that answers were provided by the caregiver.

7. While an addendum to the record may be made, consider carefully whether this information is relevant to the patient’s clinical management. Accepted reasons for an addendum are for the correction of facts (i.e., persons involved, time of event, sequence of events) and for the addition of facts or clarifying information. If you participated in the care, but were unable to access the record until a later date, you may provide added information. Do not use an addendum to state your opinions, perceptions or defenses.

8. Assign the most involved and knowledgeable staff member(s) to record the factual statement of the event in the patient’s record, as well as any follow-up needed or done as a result of the event.
# ABBREVIATIONS AND SYMBOLS; “DO NOT USE”

Resource: [https://www.jointcommission.org/facts_about_do_not_use_list/](https://www.jointcommission.org/facts_about_do_not_use_list/)

<table>
<thead>
<tr>
<th>Do Not Use</th>
<th>Potential Problem</th>
<th>Use Instead</th>
</tr>
</thead>
<tbody>
<tr>
<td>U, u (unit)</td>
<td>Mistaken for “0” (zero), the number “4” (four) or “cc”</td>
<td>Write “unit”</td>
</tr>
<tr>
<td>IU (International Unit)</td>
<td>Mistaken for IV (intravenous) or the number 10 (ten)</td>
<td>Write “International Unit”</td>
</tr>
<tr>
<td>Q.D., QD, q.d., qd (daily)</td>
<td>Mistaken for each other</td>
<td>Write “daily”</td>
</tr>
<tr>
<td>Q.O.D., QOD, q.o.d, qod</td>
<td>Period after the Q mistaken for “I” and the “O” mistaken for “I”</td>
<td>Write “every other day”</td>
</tr>
<tr>
<td>Trailing zero (X.0 mg)*</td>
<td>Decimal point is missed</td>
<td>Write X mg</td>
</tr>
<tr>
<td>Lack of leading zero (.X mg)</td>
<td></td>
<td>Write 0.X mg</td>
</tr>
<tr>
<td>MS</td>
<td>Can mean morphine sulfate or magnesium sulfate</td>
<td>Write “morphine sulfate”</td>
</tr>
<tr>
<td>MSO₄ and MgSO₄</td>
<td>Confused for one another</td>
<td>Write “magnesium sulfate”</td>
</tr>
</tbody>
</table>

* Applies to all orders and all medication-related documentation that is handwritten (including free-text computer entry) or on pre-printed forms.

*Exception:* A “trailing zero” may be used only where required to demonstrate the level of precision of the value being reported, such as for laboratory results, imaging studies that report size of lesions, or catheter/tube sizes. It may not be used in medication orders or other medication-related documentation.

Home