ABA Burn Center Verification Virtual Review
Requirements and FAQs

New Benefit for Verified Burn Centers

The American Burn Association (ABA) Verification Committee highly values in-person conversation to assess the workings of multidisciplinary burn care teams. However, a new option is needed to facilitate verification reviews during the current COVID-19 pandemic.

Virtual reviews provide increased flexibility for scheduling and adhering to travel/visitor restrictions. They also offer the opportunity to include additional, expert reviewers from the disciplines of therapy and nursing, at no extra cost to the burn center.

Contact us to discuss the specifics of your visit: verification@ameriburn.org.

Eligibility

All requests for virtual review must be approved by the ABA Central Office. Approval will be based upon the criteria below.

1. Current, good standing in the verification program
Burn centers must be currently verified, with no criteria deficiencies identified in their prior review.

2. Demonstrated ability to manage the technical component
To ensure that the review process meets local privacy and security compliance requirements, ABA requires that the technical component of the site review be managed by the local hospital.

The burn center must provide:

- Access to a virtual meeting platform licensed by the hospital,
- Ability to host multiple, concurrent virtual meetings (i.e., breakout rooms),
- Availability of local technical support staff throughout the meeting, and
- Availability of a burn center staff to manage the online meeting schedule.

Sharing of sensitive and protected information (i.e. patient information, peer review documents) will be managed by the burn center. If a burn center cannot provide a sharing mechanism, to enable on-screen review, the burn center is not eligible for a virtual review.

Updated 2/12/2021
Supplemental Documentation

Traditionally, burn centers are asked to have certain documentation available for onsite review. In the case of a virtual review, these materials will be made available either as supplemental documentation appended to the standard pre-review questionnaire (PRQ) or shared on-screen during the virtual review (protected or sensitive information such as M&M records).

Upload in advance
The below supplemental information should be uploaded for review:

- Nursing orientation manual (Criterion 6.5)
- Burn M&M attendance sheets x 1 year (Criterion 9.9)
- Quality improvement (QI) initiatives for the burn center (Criterion 9.3)
- Examples of outreach education (Criterion 17.3)
- Burn-specific continuing education (CME/CEUs) for all disciplines (Appendix: Additional Review Materials)

Display via screen share during the virtual review
The burn center should arrange for private screen sharing with reviewers, to cover:

- Minutes from M&M conference, QI letters and responses,
- Loop closure documents and educational materials (as a result of M&M),
- Protocols and policy updates (as a result of M&M), and
- Electronic health record viewing access (separate access for each reviewer, led by a burn center staff member).

Timeline

8 weeks prior to site review
The Pre-Review Questionnaire (PRQ) must be submitted 8 weeks prior to the virtual visit.

*Failure to submit the PRQ by this deadline may result in a delay in site review beyond the burn center's expiration date.*

1-2 weeks prior
Site reviewers will review the submitted PRQ and supplemental documentation and contact the burn center with requests for clarification. The burn center will host a brief preparatory meeting 2 weeks prior to the site visit, as a trial of site reviewer access to the virtual platform.

Site review
See the sample agenda provided below for a two-day virtual review.

Post-review
ABA will follow the usual timeline for review/approval of site reports and communicating the final verification determination. See our website for a detailed verification renewal timeline.
## Sample Agenda – 1-Day Virtual Review

The below sample agenda is provided to guide the burn center in creating a schedule that is inclusive of key activities for the virtual review. The schedule should be finalized with input from your site review team and confirmed with the lead physician surveyor. This is a sample only and may need to be adjusted considering varying time zones of the burn center and the reviewers.

Similar to the requirement for onsite reviews, the burn center director must be available for the entire site review.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Burn center (BC) personnel</th>
<th>ABA site surveyors</th>
</tr>
</thead>
<tbody>
<tr>
<td>0800-1100 CT</td>
<td>Chart reviews (separate breakout session for each physician reviewer)</td>
<td>Burn director, QI personnel</td>
<td>Physician reviewers</td>
</tr>
<tr>
<td>1100-1200 CT</td>
<td>Tour of facilities and patient rounds</td>
<td>BC clinical team</td>
<td>Physician reviewers</td>
</tr>
<tr>
<td>1200-1300 CT</td>
<td>Lunch break</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1300-1500 CT</td>
<td>Burn center team meeting</td>
<td>BC personnel and hospital leadership (all who would have been at dinner or breakfast meeting)</td>
<td>Physician reviewers</td>
</tr>
<tr>
<td>1500-1530 CT</td>
<td>Break</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breakout sessions <strong>(NEW!</strong></td>
<td>Breakout with burn therapists/therapy leadership and ABA therapy representative(s).</td>
<td>Therapy manager, therapist(s)</td>
<td>Therapy reviewer</td>
</tr>
<tr>
<td>1530-1630 CT</td>
<td>Breakout with nurses/nursing leadership And ABA nurse representative(s).</td>
<td>Nurse leader, managers, bedside nurses.</td>
<td>Nurse reviewer</td>
</tr>
<tr>
<td>1530-1630 CT</td>
<td>Breakout with <strong>physicians/APPs</strong></td>
<td>Burn director, physicians and APPs</td>
<td>Physician reviewers</td>
</tr>
<tr>
<td>1630-1700 CT</td>
<td>ABA surveyors private meeting</td>
<td></td>
<td>All for first 15min, then physicians only</td>
</tr>
<tr>
<td>1700-1730 CT</td>
<td>ABA surveyors meeting with burn director</td>
<td>Burn director</td>
<td>Physician</td>
</tr>
<tr>
<td>1730-1800 CT</td>
<td>Executive summary/Exit session</td>
<td>Anyone burn center wishes to invite</td>
<td>Physician</td>
</tr>
<tr>
<td>1800 CT</td>
<td>Adjourn</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Frequently Asked Questions

General Questions

**Is there an additional charge for the virtual visit option?**
No, virtual visits--including the additional involvement of therapy and nursing reviewers--are offered at no additional cost to burn centers.

ABA charges an annual fee for participation in the burn center verification program. Your $5,000 annual fee covers either an onsite or virtual review. When opting for a virtual review, burn centers save on some logistical costs associated with an onsite review, such as surveyor ground transportation and hotel charges.

**Can our burn center change from an in-person to virtual format after our site review is scheduled?**
Some burn centers may opt to continue with a traditional site visit option. If you have scheduled an in-person review and local COVID-19 circumstances (e.g. travel or visitor restrictions) change, please contact the ABA Central Office as soon as possible to discuss rescheduling your visit as a virtual review.

**Our burn center verification expiration date is in 2022. Can we request a virtual review?**
If the 2021 pilot virtual reviews are successful, ABA may extend the program to offer a virtual option in future years, alternating with onsite visits for verified centers in good standing (no criteria deficiencies).

Site Review Logistics

**Does ABA have a preferred online meeting software?**
No, ABA defers to the burn center to select a secure online meeting and screen sharing service (e.g. Zoom, Microsoft Teams, or WebEx). Allowing the burn center to select the service used ensures that the review complies with hospital security and privacy policies.

**How will patient rounds be conducted?**
ABA recognizes that rounds may be one of the more challenging portions of the virtual review, and we look forward to piloting potential formats.

Please be prepared for a live session with a burn center staff member assigned to use a mobile device (phone, tablet, etc.) to capture patient rounds, either using your online meeting software or a telemedicine platform (e.g. VSee, etc.). Reviewers will participate in discussion with your team. Patients do not need to appear on camera.

Please note that this portion of the review is for bedside clinical rounds, not a table-based multidisciplinary case conference.
How will the burn center tour be conducted?
A tour of your physical plant may be pre-recorded and uploaded to your PRQ. (BCQP Verification module users should upload the tour in the PRQ Appendix, under the heading Additional Review Materials.) Reviewers may request a live view of certain areas if desired.

How will the chart review be conducted?
The site reviewers will decide in advance which charts they will focus on during the site review, based on case summaries submitted by the burn center. For most large centers, reviewers will need to conduct concurrent chart reviews.

The below general guidelines will apply to the chart review.

- Provide break-out sessions or two separate virtual meeting room links for each physician reviewer.
- Attendees in each breakout/virtual meeting room should include:
  - one of the ABA physician site reviewers,
  - either the burn director, burn surgeon or nurse leader/program manager, and
  - one burn center staff member assigned to navigate the medical record.
- The burn center staff member should have access to the EMR on their computer and ability to share their screen so that the reviewer can see what they need.
- Ensure that the burn director, burn surgeon(s) and nurse leader can be reached by phone during the chart review, in case of questions. ABA recommends that a contact list for key personnel be distributed with your site review agenda.

Documentation

For which team members do we need to upload CME/CEU in advance? Is the burn center expected to provide the actual certificates?
Burn-specific education is a critical foundation for quality care, and therefore your site reviewers will expect to review the catalog of education provided to your professionals. Every consultant or anesthesiologist is not expected to have burn-specific CME, but intensivists (adult or PICU) who manage the burn resuscitation must. The relevance and quality of education support and accredited activities is a significant concern for nursing and therapy, as well.

Burn centers should ideally prepare a scanned document with CME/CEUs by discipline of the team members. At minimum, provide a list of CEUs attended, if not the actual certificates.

Our nursing orientation manual is very large. Do we need to upload it in its entirety?
Please share the nursing orientation manual in its entirety. You may find it helpful to use the PDF option to save a file with reduced file size. If necessary, it is acceptable to replace lengthy full-text articles in your manual with a bibliography, in order to meet file size restrictions.