Virtual Site Visit Tips for Burn Centers

The below tips have been compiled from the first burn centers participating in the ABA pilot of virtual verification site reviews. We will add to the document as we gain additional experience during the ongoing pilot in 2021.

**Preparation**

- Preparation is key; trial run everything in advance.
- Compile contact information for all site reviewers and leadership members for each discipline. Share cell phone numbers for key organizers so reviewers can text if they have technical issues.
- Set a time before the site visit for the reviewers to ask questions, get clarification or ask for additional documentation at least one or two weeks in advance.

**Technology**

- Connect with IT ASAP and ask for an expert in your facility’s virtual platform to be a resource before and during the site visit. Have them participate in your prep meetings with the site reviewers and the ABA.
- Create one virtual meeting link for the whole day; however, send the attendees/site reviewers individual invites for each session they need to be involved in (i.e. chart review, rounds, leadership meeting, breakout sessions, etc.). This will help keep everyone on track with the day’s agenda.
- Ideally, keep the two surgeon reviewers in one virtual room for the whole visit, and have everyone else log in and out, so they don’t have to sign in anew each time.
  - One caveat: Have the ability to break the reviewers out of the main virtual meeting room for their private meeting, or have a separate link for the exit interview to make sure participants don’t interrupt the private reviewers-only meeting.
- Reserve or have available 3 rooms for the breakout sessions.
  - Have separate links for two of the breakout sessions, or the ability to have breakout rooms
  - Participants suggest keeping the surgeon reviewers on the same meeting room link as all of the other meetings and provide a separate meeting room link for the nurses and another for the therapists.
- Test your technology and equipment **BEFORE the site visit**, and make sure to do it in the physical room(s) you will use so that you can test docking stations, connectivity, firewalls, etc.
Virtual Tour

- It is helpful if the tour can be prepared and sent to reviewers in advance of the site review, to save time on the day of the review.
- Video DOES NOT need to be professionally done; a smartphone or iPad video is fine. The purpose is to walk the reviewers around your facility, and show your center as it is, and not create a marketing piece to promote the center.
- Include Burn Unit, Debridement Room, OR, Emergency Center, Burn Clinic, Therapy Area and any area a burn patient might visit during their stay and afterward.
- Have someone from that area ready to speak to the processes and involvement with the burn center. For example, a nurse may describe how the debridement room is kept warm, how water temperature is adjusted, etc.
- Do not record anything that might be HIPAA protected. No actual patient footage please!
- Allow time to put the video together. It can be low-tech and done by a member of the burn team. However, if possible, please try to film in a way that doesn’t make those watching feel like they are on a roller coaster; a camera mounted on a tripod or wheeled device works better than handheld.

Chart Review

- **CRUCIAL** Create “PI folders” for each chart to be reviewed with anything related to the patient.
  - Make sure folders are securely created on the hospital site with a link provided to reviewers.
  - Include policies, meeting minutes, attendance sheets, protocol changes, email communication, data for loop closure, etc.
  - This process allows for a very smooth chart review; when reviewers ask questions about loop closure, you already have it readily available to screen share with them.
- Ask your reviewers ahead of time how they’d like to do chart review (i.e. split up the charts or review charts together).
- Have pertinent people in the room ready to answer questions across disciplines. This includes nursing manager, burn director, core burn surgeons, and a lead therapist, in addition to PI coordinator.
- The site surveyors may request certain cases – the complex rehabilitation case, pediatric case, or a case that highlights nursing involvement for example – be reviewed right at the beginning or the end of chart review, in order that nursing and therapy reviewers can participate in chart review discussion as well. Please accommodate these requests if made.

Clinical Rounds

- Have an iPad or mobile device to walk around the unit. Have a tripod or a way to stabilize the device
- Have all disciplines available that would normally round.
- Have patient summaries written up before the visit starts and email either to reviewers or ABA liaison at end of the visit.
Leadership Meeting

- Participants recommend that everyone joins from their own computer, except possibly the burn medical director and program manager, so that reviewers can easily see and hear speakers.
- Have an agenda for what order you will go through the different disciplines, including name of each person, discipline and title. Send the list to reviewers via email beforehand, so they can refer to it during the session.
- Have people turn their cameras on when it is their turn and they are speaking, so it does not become 2 hours of disembodied voices that are hard to identify. This also means the video system should be set up in such a way that it allows that person to be seen by others.
- Put senior leadership on the list first so they don't have to stay the entire time if they have other commitments.
- **CRUCIAL** Assign someone from the burn center (usually burn director or program manager) to call on people in turn and move things along to ensure that the session ends on time.
- Put the therapy group and nursing leadership at the end of the meeting, because they will have an opportunity to talk during the breakout sessions and if you run short on time, they can continue with questions during their respective breakout sessions.
- Participants strongly recommend prep meetings with each discipline beforehand, to ensure they understand format of site visit, how to best function within time constraints, and potential questions they may be asked based off of standards and the PRQ, to ensure a smooth meeting.