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CASE STUDY

Sentara CTR Accreditation

Earning CoC approval is an important accomplishment, and one that all of us at Sentara are very proud to have earned. This award recognizes our commitment to quality care, ongoing improvement and public accountability for the services we provide. We appreciate Pyramid's assistance in helping us earn this achievement for our cancer program.

Nathan Van Genderen, CFO,
Sentara

Customer Profile

Sentara Northern Virginia Medical Center is a 183-bed hospital located in Woodbridge, Virginia. The hospital combines high tech with high touch to bring an integrated health system, medically advanced technology and quality care to the community. With the help of Pyramid Healthcare Solutions (PHS), Sentara achieved Commission on Cancer accreditation for its cancer program.

The Challenge:

As an organization that is committed to the highest level of patient care, Sentara sought to have its cancer program accredited by the American College of Surgeon's Commission on Cancer (CoC). CoC Accreditation is awarded to those facilities that have voluntarily committed to providing the highest level of quality cancer care and undergo a rigorous evaluation process and review of their performance.

CoC accreditation is a way to demonstrate commitment to providing the full scope of services required to diagnose, treat, rehabilitate, and support patients with cancer and their families. One of the most important aspects of a CoC-accredited program is a cancer registry. Registries catalog explicit, longitudinal data on cancer. This registry data is used nationwide to conduct research, evaluate best practice treatments, detect geographical trends and examine survival rates.

Yet despite their critical role, registries are often backlogged because Certified Tumor Registrars (CTRs), the professionals who perform this work, are in high demand and short supply. That makes managing a comprehensive cancer program challenging for most hospitals. CoC survey assessment and preparation; abstracting of cancer cases using established CoC, state and facility criteria; follow-up and elimination of backlogs; and general cancer registry administration are all important activities that are a necessary part of a CoC-accredited cancer program, but managing them in-house is resource-intensive, time-consuming, and often costly.

For Sentara, that is where Pyramid Healthcare Solutions came in.

The Solution:

Utilizing seasoned Certified Tumor Registrars, Pyramid Healthcare Solutions provides end-to-end management of Sentara's cancer program, a role that was instrumental in Sentara's achievement of CoC accreditation.

"Earning CoC approval is an important accomplishment, and one that all of us at Sentara are very proud to have earned," said Nathan Van Genderen, chief financial officer with Sentara. Pyramid also manages Sentara's cancer committee, promoting role and responsibility awareness, ensuring that members meet all standards, clarifying the functions of the cancer registry, working closely with the committee chairman, and ensuring department heads provide regular reporting for all cancer-related activities. "CoC accreditation validates the current strength of Sentara's cancer program," said Jay Hutchinson, Vice President of Client Services – PFS at Pyramid Healthcare Solutions. "It's an example of how utilizing seasoned Certified Tumor Registrars can improve registry programs, standards implementation and compliance, and result in national accreditation."

Services Provided to Sentara by Pyramid Healthcare Solutions Certified Tumor Registrars:

Assess Cancer Program for survey readiness

- 34 Commission on Cancer standards reviewed for compliance
- Deficiencies identified
- Action plan for improvement

Assist Cancer Program in preparation for CoC on-site survey

- Meet with Cancer Committee to review on-site survey process
- Review Cancer Committee minutes for required documentation
- Mock survey
- Assist Cancer Registry in completion of the Survey Application Report
- Assist Cancer Program in compiling required documentation for surveyor and on-site survey
- Tailor Cancer Registry to meet organization's environment

On-site/remote abstracting

- Abstract identified cases using established CoC, state and facility criteria
- Experienced and certified abstractors
- State reporting support services

Assist in eliminating Cancer Registry follow-up backlogs

- Assist in follow-up on cases lost-to-follow
- Follow-up letter mail-out
- Process returned letters with data entry into Cancer Registry software Perform extensive searches for lost-to-follow cases using SSDI, Internet and other established resources Recommend processes for maintaining current follow-up

Cancer Registry Assessment

- Staffing analysis
- A prioritized list of processes that are the most likely candidates for re-engineering
- Techniques to minimize backlogs on a consistent basis
- Recommended organizational structure for Cancer Registry functions
- High-level designs for streamlining workflows

Outsourcing/Contracted management of Cancer Registry

- Institution of best practices
- Reliable and sustained performance

About Anthelio

Anthelio is a driving force in the healthcare industry and is the largest independent provider of healthcare technology solutions to hospitals, physician practice groups and other healthcare providers. By provisioning hospitals across the US with innovative solutions in the areas of IT, EHR, HIM, Revenue Cycle Management, Patient Engagement and Enterprise Interoperability (EI), Anthelio impacts quality care to over sixty million patients. The acquisition of Pyramid Healthcare Solutions broadens Anthelio's RCM service offerings while expanding its Medical Coding, Coding Audit, Clinical Documentation Improvement and HIM outsourcing services powered by cutting-edge technologies and thousands of healthcare professionals with extensive clinical and operational experience, Anthelio drives sustainable value to over 63,000 physicians and nurses in hundreds of healthcare organizations supporting their annual revenue of over \$67 billion.



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