



* Birth Registrar Site Visits

How to Prepare for and Succeed During Your Monitoring Session

Derek Johnson

Field Services Representative—Regions 5S/6



- * What It Is
- * Why We Do It
- * How We Do It
- * What You Can Do

* Overview

- * Area Field Services representatives visit with you and your staff on-site at your location.
 - * Review processes and procedures for registering birth certificates
 - * Determine status of birth registrar certification (BRC)
 - * Determine who has Texas Electronic Registrar (TER) user ids
 - * Determine training and conference attendance



* **What It Is?**

- * Site visits are not audits.
 - * Field Services is not an auditing shop.
 - * Not bound by Generally Accepted Auditing Standards.
 - * Not recognized by the Institute of Internal Auditors.
- * Consider your site visit a monitoring exercise, or a training opportunity



* **What It's Not**

- * Definition
- * Responsibilities
- * Mission
- * Purpose



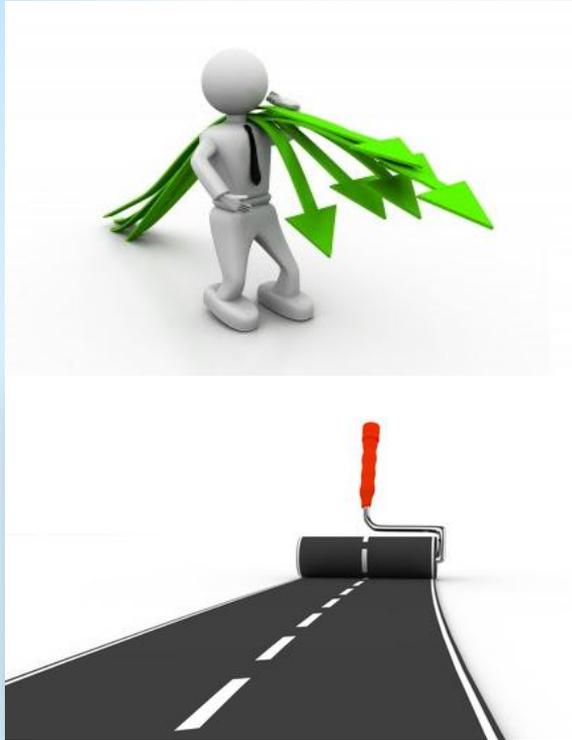
* Why We Do It

* **Hospital/Birthing Center:** A medical facility that permits midwifery and is under license with the Department of State Health Services (DSHS).



Birthing Center

* **Definition**



* **Birth Center and Hospitals** are both responsible for filing birth records with DSHS as outlined in the Texas Health and Safety Code (HSC).

* **Responsibilities**

- * **DSHS:** To improve health and well-being in Texas.
- * **VSU:** To collect, protect and provide access to vital records and vital records data to improve the health and well being in Texas.
- * **Field Services:** To represent VSU through monitoring, training and communications to support the collection, protection and access to vital records and vital records data to improve the health and well being in Texas.



* **Mission**



- * Assess the timeliness and accuracy of birth, death, and fetal death
- * Ensure the standardization of processes and procedures
- * Enhance compliance with statutes and guidelines

* **Purpose**

- * **HSC §191.004. State Registrar.**
The State Registrar shall prepare and issue detailed instructions necessary for the uniform observance of this Title and the maintenance of a perfect system of registration.
- * Therefore, the Vital Statistics Unit (VSU) has the legal authority for the registration of births, deaths, fetal deaths, marriages and divorces in the state of Texas.



* **So Why Are Site
Visits Conducted?**

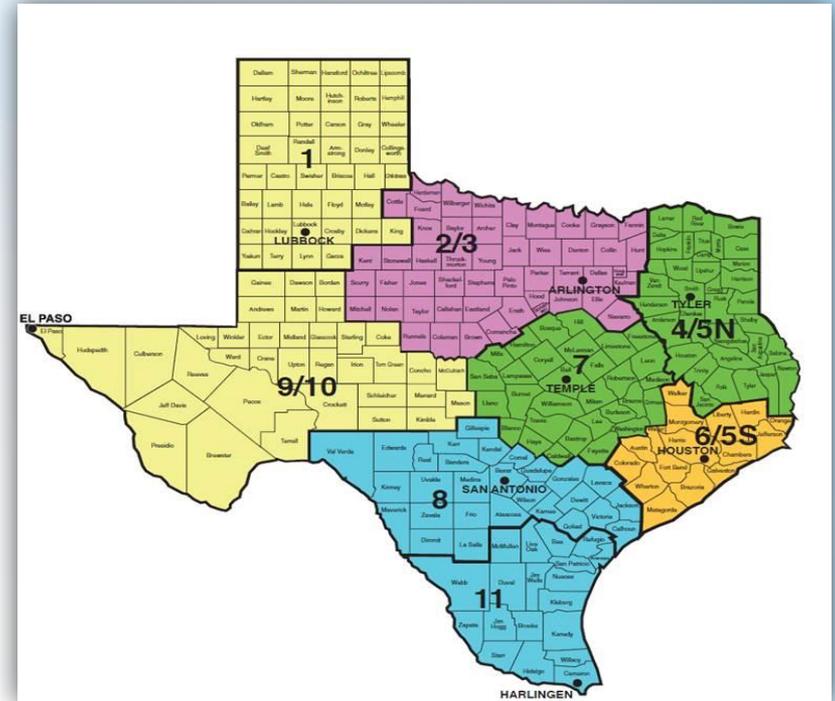


* Prior to 2014, VSU primarily performed site visits at local registrar offices.

* The reason? Many offices had not been visited in years.

* **So Why Are Site Visits Conducted?**

- * Texas is the second largest state, with an area of 268,820 square miles and a total of 254 counties, divided into 11 public health regions.
- * There are over 400 local registrars, including:
 - * Municipal and county health districts;
 - * County and district clerks;
 - * City clerks; and
 - * Justices of the peace.
- * The Field Services Unit has one Manager and five Area Representatives who are responsible for conducting statewide site visits.



* So Why Are Site Visits Conducted?



- * For comparison, Texas has:
 - * More than 280 birthing hospitals; and
 - * More than 60 licensed birthing centers.

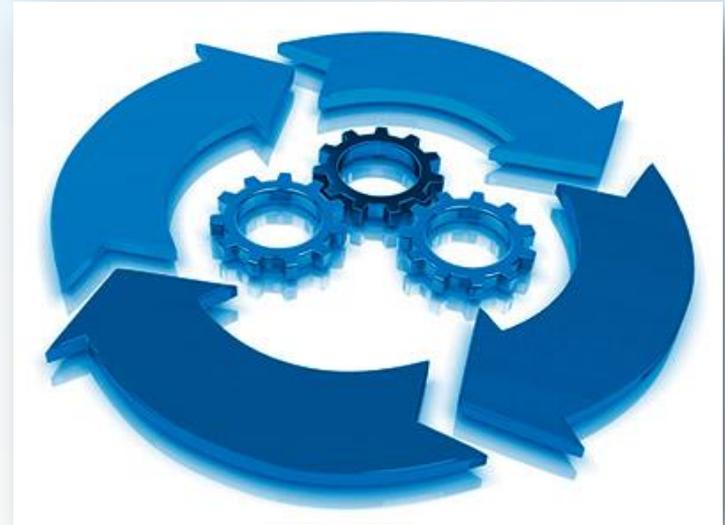
* So How Many
Hospitals and Birthing
Centers Are in Texas?



- * Ensure that a wide variety of vital statistic providers complete vital statistic data in a timely and accurate manner, according to state statutes and guidelines.
- * It is important that vital records are filed and preserved uniformly statewide.
- * Area Representatives are responsible for improving the quality of data received from vital records.
- * A high level of data quality from vital records is critical in order to generate accurate and relevant public health statistics for the state of Texas.

* **Okay, But Why Is That Important?**

- * Overview
- * Risk Assessment
- * Process
- * Tools



* How We Do It

- * Initial contact is made about a month before conducting visits in order to coordinate with hospitals' /birthing centers' schedules.
- * Area Representatives use an onsite survey, which includes:
 - * a series of questions;
 - * requires observation and demonstration of several processes; and
 - * requests copies of various documents.



* Overview

- * Area representative provides hospitals/birthing centers with resource materials and handbooks.
- * Area Representatives leave a copy of the survey with the local registrar.
- * A follow up with a written findings statement is sent out within 10 business days.



* Overview

* Area Representatives evaluate each hospital's/birthing center's potential risk and rank them in two separate categories.

* High risk

* Low Risk



* Risk Assessment

- * 5% or more of all birth records filed at the facility had one or more of the required statistical fields left blank or marked unknown; or
- * Hospital/birthing center staff have not attended any trainings offered by VSU within one (1) calendar year or more.



* **High Risk**

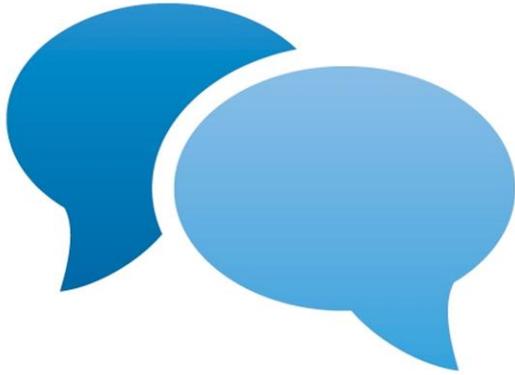
- * Fewer than 5% of all birth records filed at the facility had one or more of the required statistical fields left blank or marked “unknown”; and
- * Hospital/birthing center staff have recently attended trainings offered by VSU.



* **Low Risk**



* **Process**



- * Area Representatives submit notification of on-site monitoring visit to the hospital/birthing center approximately 20 days prior to the on-site monitoring visit.
- * The notification of intent to visit include a preparatory checklist to be completed by the hospital/birthing center prior to the arrival of the Area Representative.
- * Confirmations and reminders are done the week before the visit.
 - * Purpose: aid the hospital/birthing center in collecting data and materials during the visit.

* Notice of Intent

- * **Purpose:** To assist the facility in preparing for the upcoming visit.
- * The preparatory survey outlines the phases of the visit.
 - * Information Gathering
 - * Procedural review
 - * Collection of written procedures
 - * Samples
- * **Objective:** To enhance the site visit and make it a productive, positive experience.



* Preparatory Checklist



*The Site Visit



- * The VSU area representative will review basic information about the facility, including:
 - * Number of births filed in the previous year;
 - * Trainings attended, including:
 - * Regional conferences;
 - * Annual conferences;
 - * Acknowledgment of Paternity certification;
 - * TER online training; and
 - * Birth Registrar Certification (BRC); and

* **Information
Gathering**



* The VSU area representative will review basic information about the facility, including:

* Current blank forms, including:

- * Mother's/Medical worksheet (VS-109.1 and VS-109.2, Revised 09/2011);
- * Fetal death certificate (VS-113, Revised 01/2006);
- * AOP (VS-159M, Revised 09/2011);
- * AOP Rescission (VS-158, Revised 09/2011); and
- * Order forms (VS-100, Revised 09/2011).

* **Information
Gathering**

- * Section 181.50 of the Texas Administrative Code (TAC) requires the person registering the birth of a child in this state meet the requirements of the birth registrar certification.
- * A birth registrar may not complete any aspect of the birth registration process without holding a current certification issued by the VSU. (TAC §181.52(a))



* **Are You BRC
Certified?**



- * Certification for Birth Registrars requires the completion of the following:
 - * Acknowledgement of Paternity training course;
 - * TER - birth registration online training course;
 - * Must be a TER user with an individual user identification and password;
 - * Oath of Confidentiality and non-disclosure agreement (on file at facility); and
 - * A completed Application for Birth Registrar Certification/Re-certification.
- * Physicians, midwives or persons acting as midwives must provide current licensing information with their respective licensing bodies.

* BRC Certification Requirements

Certification Information



- * Birth registrars who actively register births in this state are required to obtain 8 hours of continuing education every two-year renewal period.

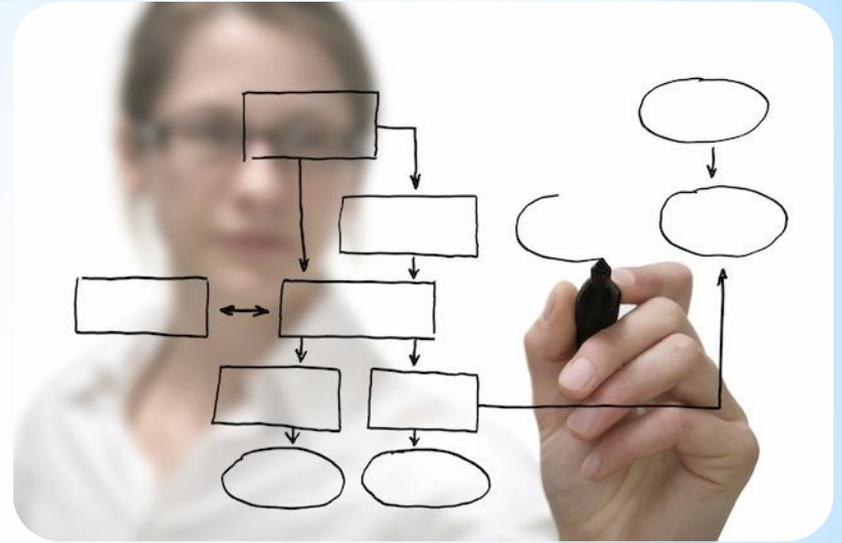
* BRC Re-Certification

*Your office may need additional time to locate this information; therefore in an effort to expedite the visit, we request that your facility obtain this information in advance.



***Information
Gathering**

*The purpose of collecting procedures and samples is to verify compliance with the statutes, best practice ideas, and processes for future use.



*Procedural Review



*Registration Questions

- * Do you use the mothers/medical worksheets to collect birth record data?
- * How do you interview the mother to receive vital data?
- * Who obtains the mother's demographic information and medical information for the birth certificate?

*Procedural Review



*Registration Questions

- * Do you inform the new parents on how to order/obtain birth certificates from Vital Statistics?
- * Do you explain the importance of birth record data that is collected to the parent(s)?

*Procedural Review



*Registration

- * How many individuals do you have in the registration process?
- * How many people data enter birth records?
- * How many certify birth records?

*Procedural Review



*Timeliness Adhoc Reports

- * These are customizable reports available in TER which allow local administrators to define the variables specific to their need.
- * Allow facilities to review timeliness in registering birth records.

*Procedural Review



*Timeliness Adhoc Reports

- * **Biggest challenge:** Hospitals and birthing centers run timeliness reports on an infrequent basis.
- * Weekly or daily reports will allow your facility to stay current.

*Procedural Review

* Keeping Copies of Records/Certificates

- * Ensure all records and certificates are kept in a secure location.
 - * Locked cabinets
 - * Locked offices
- * These include BRC information and oaths of confidentiality as well as birth records themselves.



* Procedural Review



- * Location, Location, Location
 - * Ensure the birth registration office is located near Labor and Delivery.
 - * Sensitive documents
 - * Five-day statutory time limit

* Procedural Review

* TER Processes

- * You may be asked to walk through the process of registering and certifying a birth in the TER system.
- * Considerations:
 - * Who is your TER local administrator?
 - * Is your security table current?
 - * Do you have separate user IDs and passwords?



* Procedural Review



* Question: Can a person who enters birth data into TER also certify the record?

* No.

* One person should enter information into TER.

* Another person should certify.

* Procedural Review



- * Checking the Unresolved Records Queue
 - * Should be checked daily for records rejected by the State.
 - * Ensures compliance with the five-day statute.

* Procedural Review



* Quality Assurance

- * How often do you compare medical record data with the information entered into TER?
- * Should try to do so daily, or at the very least weekly.

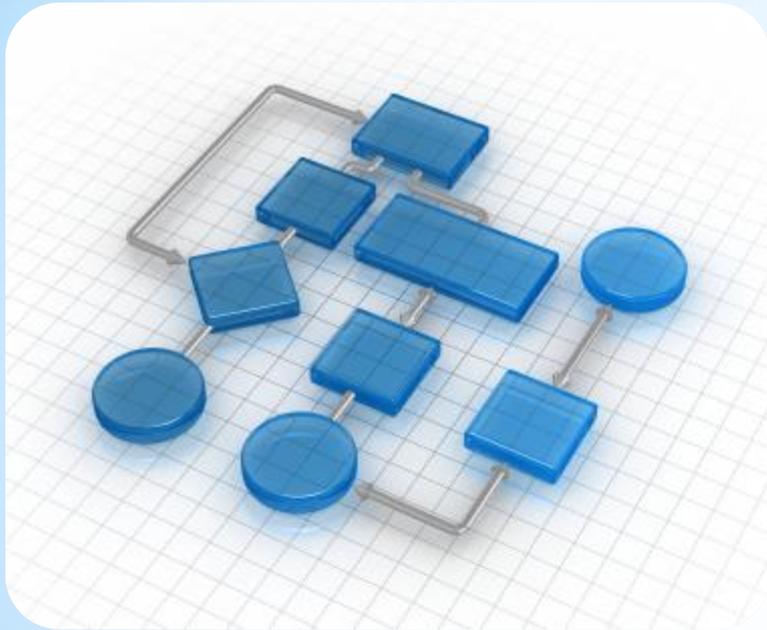
* Procedural Review

* Reconciliation

- * Your facility should have a procedure for reconciling births reported to the state.
- * Compare with the records you keep at your facility.



* Procedural Review



- * VSU area representatives will ask for samples of process and procedures, including:
 - * Birth registrar training manual (Manual describing all of the duties performed by the birth registrar and how to go about performing those duties);
 - * Procedure for fetal death processes;
 - * Procedure for AOP process;
 - * Procedure for ImmTrac process;
 - * Procedures for contacting Child Protective Services;
 - * Procedures for gestational agreements;
 - * Procedures for foundlings; and
 - * Procedures for en-route/non-institutional births.
- * Procedures may be on paper or in electronic format.

* Collection of Written Procedures

- *The VSU area representative will need to collect samples of items to bring back to our offices for our files.
- *These items will remain in your file as reference materials.

SAMPLE

*Samples

- * Include any additional items you feel would be advantageous for the VSU area representative to keep a copy.

SAMPLE

* Samples

- * Birth registrars will receive copies of the Birth Resources Book.
- * Includes information on:
 - * Birth Registration Handbook
 - * Five-Star Criteria
 - * Birth Registration Certification
 - * Forms
 - * Ad Hoc Reports
 - * ImmTrac
 - * TER
- * Copies of the Statutes and Codes Handbook also may be provided.



* Resources Provided During Visit

afterward

*After the Site Visit

- * Area representatives provide a findings statement after every site visit.
- * Finding Statements are sent within 10 business days.
- * Written responses are only requested from hospitals/birthing centers for non-compliant items that were identified.



* Findings Statement

- * Responses include a letter and/or documentation verifying the steps taken based on recommendations made by area representatives.
- * Facilities can respond to recommendations by mail, fax, or email showing various proofs within the requested time frames.
- * If offices do not respond by the deadline provided, Area Representatives are required to send follow up letters.



* Findings Statement



* Depending on the number of compliance issues or other significant factors, area representatives may conduct a follow-up site visit.

* **What About Follow-Up Visits?**



*What You Can Do

- * Ensure your facility has a training manual for new employees.
- * Ensure you have written procedures in place for the following situations:
 - * Adoptions;
 - * Gestational agreements;
 - * Non-institutional/en-route births;
 - * Working with Child Protective Services;
 - * Foundlings;
 - * Providing AOP and other birth information to parents;
 - * ImmTrac; and
 - * Fetal Deaths.



*What You Can Do

- * Run timeliness adhoc reports and check your Unresolved Records Queue daily.
- * Perform daily quality assurance by comparing medical record data with the information entered into TER
- * Ensure you have a procedure for reconciling births reported to the state.



***What You Can Do**

- * Ensure trainings are up to date, including:
 - * Acknowledgment of Paternity certification;
 - * Birth Registrar Certification; and
 - * VSU annual and regional conferences.



* **What You Can Do**

***TER Help Desk**

* 512-776-3490

* 888-963-7111 Ext 3490

* help-TER@dshs.state.tx.us

***TER Online Training**

* <http://texasvsu-ed.org>

***VSU**

* <http://texasvsu.org>



***Resources**