FIMR Basics Training
Case Preparation and Review

The Maryland Department
of
Health and Mental Hygiene
Preparing for Case Review

- Choose Case Review Team members
- Gather information
- Decide which cases to review
- Prepare for review meeting
Case Review Team Composition

- Multidisciplinary
  - Broad representation is required to assure that systems issues, especially non-medical issues, can be identified in the process
- Expertise from the following areas should be represented on the team:
  - Clinicians – Physicians, specialists (as needed basis) nurse practitioners, certified nurse midwives, OB nurses, licensed social workers, etc…
Team Composition (cont’d)

- Representatives from:
  - Hospitals, community clinics, health department, substance abuse treatment, family planning and mental health services, allied health professionals
  - PTA’s, corporations, community and civic organizations
  - Funeral services, bereavement support groups, religious organizations
Team Composition- Staff

- **FIMR Coordinator:**
  - Health department representative- MCH
  - Correspondence with team members
  - Schedule/arrange meetings
  - Prepare cases for CRT meetings
  - Track cases/data
  - Case abstraction, maternal interview, and/or meeting facilitation
Team Composition - Value of a Meeting Chair

- Someone who can represent health department or hospital - leadership role
- Creditable expert in the field - can recruit team members, is influential
- Can convene leaders/stakeholders for community action
- FIMR communications - formal letters to physicians/hospitals, sharing of findings
Gathering Information to Tell the Story

- Process of gathering information on a case requires “investigative work”:
  - Identifying visits that the woman had during her pregnancy with health care providers
  - Abstracting records
Gathering Information (cont’d)

- Sources of information include:
  - Birth and death certificates - Vital Statistics
  - Medical records
    - Hospital - delivery, transfer, infant death, ER visit
    - Prenatal Care Provider - clinic or private practice, MCOs
  - Maternal interviews
  - Case management programs
  - Other
Obtaining Medical Records

- Time consuming process
- Request must be made in writing on Health Department letterhead
- Allow time for records to be pulled
- Medical Records Department will notify you when records are ready for review. Appointment can then be made to review records.
- Best to form relationship with hospital, to make the process easier
Determine What Cases to Review

- Not all deaths need or should be taken to FIMR case review team
- Inappropriate cases for review: terminations, homicides
- CFR cases
Preparing the Case History

- Case History Template (Med Abstraction)
  - Tool for abstracting medical records
  - Provides summary of the case for presentation to the CRT – All information of relevance to the case.
    - Customized version available for congenital syphilis
    - Separate page for baby #2, etc… in multiple gestation cases
Case History – Key Points

- Cases must be de-identified before final Case History is distributed at the meeting
- Incorporate all available information to provide the most complete picture
- Be sure times of admission and delivery are documented
Case History – Key Points (cont’d)

- Incorporating maternal interview findings
  - Adds depth and valuable information to the case review process, although it is not essential to this process
  - Allows mother’s “voice” to be heard
Case History – Key Points (cont’d)

- Tips to getting a maternal interview:
  - Include info in hospital bereavement packet
  - Ideal is to contact within 6 months
  - Send a request letter (after cause of death has been determined)
  - Allow mom to choose time and location—encourage private setting
  - Offer incentive
Case History – Key Points (cont’d)

- Options for incorporating the maternal interview
  - Insert key points or findings from the maternal interview into relevant sections of the Case History Form
  - Attach as a separate document to the Case History Form
    - May be difficult to check information against Case History Form
Conducting the Case Review Meeting

Before the meeting:

- Determine whether experts not on the CRT need to be present
- Send meeting notice to confirm meeting date/time/place
- Determine who will facilitate the meeting
  - FIMR Coordinator
  - Chair
  - Other designated person
Case Review Meeting (cont’d)

During the meeting:

- Review confidentiality- have participants sign confidentiality statement
- Present the case using the Case History Form
  - Clarify technical terms for all members
  - Describe sequence - make sure cause of death is clear
Case Review Meeting (cont’d)

- Distribute the Case Discussion Guide
- Use the Case Discussion Guide to:
  - Identify factors that contributed to poor outcome.
  - Identify systems issues – breakdowns that occurred in the delivery of care.
  - Formulate recommendations – focus on missed opportunities, best practices.
Case Review Meeting – Key Points

- All case information is de-identified.
  - Identity of the woman, her caregivers, and institutions are all removed from Case History before a case is reviewed.
  - Cases must be treated anonymously to ensure that the focus is on systems issues.
  - When a review team member acknowledges that he/she knows the patient, physician, or hospital under discussion, the facilitator should remind the group of the principle of anonymity that applies to FIMR.
Case Review Meeting – Key Points (cont’d)

- Purpose of the review is to develop general recommendations, not individual case management and follow-up.
- Listen to the mother – her perception of events is critical to understanding what happened.
- Develop recommendations and come to a consensus before the meeting adjourns.
Case Review Meeting Follow-up

- Following the meeting:
  - Collect all forms pertaining to the case-shred documents
  - Summarize key discussion points using the Case Review Summary Form
  - Submit copies of the FIMR sign-in sheet, and meeting agenda to DHMH’s Joan Patterson, via e-mail (Joan.Patterson@maryland.gov)
  - Prepare recommendations for community action
Alternatives to Case Review

- Use meeting time for community action.
- Brief speakers - discuss issues that have come up in case review.
- Combine cases on a certain topic to have a more thorough discussion.