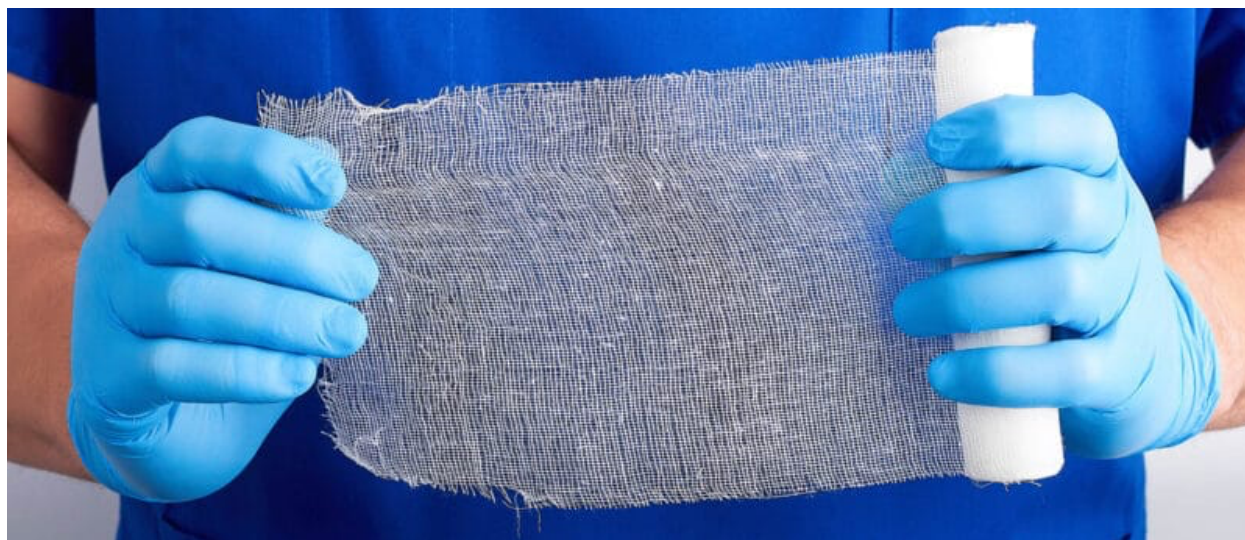# Operational Efficiency & Reporting

Scheduling and Registration (E-VN97QV)
In this 18-minute self-paced course, you will learn about the wound care center Scheduling and Registration process through the lens of four patients with unique situations and insurance types.
Audience: Front Office Coordinators, Clinical Leaders
Duration: 18 minutes

Patient Satisfaction from the FOC Point of View
Learn more about our Patient Satisfaction survey process from the perspective of your role.
Audience: Front Office Coordinators, Clinical Leaders
Duration: 15 min

Customer Service (E-08JJJ0)
You only get one chance to make a First Impression. In these modules, you will learn how to create an exceptional customer experience by improving telephone skills, listening techniques, and ways to create a great first impression.
Audience: Front Office Coordinators and Clinical Leaders
Duration: 60 min

Critical Patient Review (CPR) for the CCR (E-0WQMD0)
This course is the second in the Understanding the Care Collaboration Report series. This course is designed to introduce you to the Critical Patient Review (CPR) List, a list developed to highlight our most vulnerable patients so you can determine what action is needed to ensure they are on a favorable healing trajectory.
Audience: Clinical Leaders
Duration: 15 min

Understanding the Care Collaboration Report (E-VRQ6G0)
Learn about one of the most comprehensive reports you must review center and patient information for integrity and opportunities.
Audience: Clinical Leaders
Duration: 15 min

Patient Safety Event Reporting (E-0YWPGV)
In this course, you'll learn about what constitutes a patient safety event, how to report an event, and how you impact patient safety in your role. After completing this module, ensure you know how to report a patient safety event to your hospital.
Audience: Clinical Leaders, Front Office Coordinators
Duration: 10 min

MIPS and WHiPs Education Session 1 (E-08JLP0)
This 3-step course on MIPS and WHiPs Education includes:
Weekly Wound Healing Progress – The "WHiP". The required WHiP module includes information on the WHiP form, the process for weekly review of the nine essentials, and how this form is utilized to conduct Medical Surveillance Reviews.
-MIPS – Tips for Higher Scores! Each year, CMS provides updates to the MIPS reporting criteria. Poor performance with these measures can result in penalties of up to 9%. The MIPS module was created to assist you and your team in understanding the expectations.
-Technology Education – Clinical Optimization, the WHiP form, and MSR process. This course also includes a special WHiP module required only for centers utilizing Clinical Optimization. If your center does not utilize Clinical Optimization, you can skip this step in the course.
Audience: Clinical Leaders, Nurses, Providers
Length: 45 min

MIPS Education Session 2 (E-VOE7Q0)
This training describes the 2023 MIPS measures in two parts, along with screenshots of where to document the required information appropriately. It follows up on the MIPS Tips for Higher Scores, one of the MIPS and WHiPs Education course modules.
Audience: Clinical Leaders, Nurses, Providers
Duration: 20 min

Patient Care Campaign: Increasing Patient Engagement (E-1947D0)
In the third of the series, Dr. Ennis discusses the various factors that can lead to inconsistent patient engagement and its impact on comprehensive healing rates. Some factors outside our control, such as logistics, insurance/co-pay, life events, and uncontrollable social situations, may result in patients placing their healthcare on hold. Other factors, such as practice patterns, patient relationship and experience, clinical throughput, and outcomes, impact patient engagement and are within our control. These are the focus of this presentation. For treatment to be successful, providers should make patients active members of the treatment team and have ongoing discussions on the treatment plan, anticipated time to heal, and any clinical, social, or psychological impacts the treatment process may have on the patient's lives.
Audience: Center Leaders, Clinical Leaders, Providers, Nurses, Front Office Coordinators
Duration: 1 hour

Patient Care Campaign – Visit Frequency (E-0EY3Q1)
Frequent visits throughout care allow any potential disruptions to healing to be identified and intervened upon earlier. Additionally, research suggests visit frequency can evoke other positive mechanisms on wound healing, including reduced social isolation and increased social support. It is essential to identify opportunities to maintain and improve visit frequency throughout patients' treatment to heal more patients, reduce time to closure, and reduce unwarranted clinical variability.
Audience: Center Leaders, Clinical Leaders, Providers, Nurses
Duration: 50 min

Referral Development: Data Integrity (E-1GKRQ0)
Learn why maintaining accurate data is crucial to referral development visits and how to maintain data integrity.
Audience: Clinical Leaders
Duration: 10 min

Understanding Your Healing Rates – 40 min
As you measure patient outcomes, understanding how you measure healing rates is critical. Make notes of the different versions of healing rates.
Audience: Center Leaders, Clinical Leaders, Providers, Nurses
Duration: 40 min

CPGs and the 9 Essential Steps/Elements to Healing – 15 min
Learn the evidence-based clinical approach to wound care.
Audience: Center Leaders, Clinical Leaders, Providers, Nurses
Duration: 15 min