

2020 NWISP Meeting – CTC Minutes

DATE AND PLACE

This meeting took place by WebEx on June 9, 2020.

PARTICIPANTS

Veronica Marshall (AB), Lynn Bourgeois (SK), Laura Lee Sharpe (PE), Analiza Gabriel (ON), Natalia Kalnina (ON), Samantha Greene (NL), Amanda Banewski (MB), Dayna Philpott (YT), Sandy Devereux (AB), Sylvie Blouin (QC), Pieter Lambooy (AB), Kurt Dieckmann (YT), (Possibly others. Some participants only showed as numbers, not names.)

2019 CODING EXERCISE

All jurisdictions participated. Overall scores were 59% to 87%. National scores by variable were: Nature of Injury 80%, Part of Body 76%, Source of Injury 73%, Event or Exposure 78%, Secondary Source 69%. Pieter thought it was the first time we didn't reach our national target of 80%. This was likely due to the pandemic (unable to collaborate in the usual fashion) and jurisdictions with new staff. Even though the coding exercise is made up of real scenarios from the jurisdictions, some scenarios were difficult and unusual. It was acknowledged it is good to have scenarios not familiar to everyone, to give an opportunity to add to the Coding Manual and have the scenario as a reference when you see it in your jurisdiction.

Jurisdictions have different processes to complete the coding exercise: it may be one coder completing it a alone; coders completing it individually and then by team and then by whole group; some may work on a certain number of scenarios per month and then get together each month to decide what answers to submit.

The 2019 Coding Exercise completion date was extended three times, with the final date being June 5, 2020. The CTC was unable to review the coding exercise errors prior to this meeting. Entering the “years of coding experience” still caused problems (either had to ‘Esc’ to bypass it or use Google chrome and it didn't log it anywhere).

Pieter asked what strategy would improve scores. He suggested integrating a cross-jurisdictional information network of coders who can collaborate during the coding exercise. (It was noted that CTC members are unable to help coders during coding exercises, since we prepare the answer keys). Along with the scenarios submitted by the jurisdictions, we should consider also adding simpler scenarios, or scenarios where there was difficulty in the past to see if there is improvement.

Action Item:

- CTC/others: Discuss how to set up a cross-jurisdictional network of coders who can collaborate while working on coding exercises.
- CTC: Review the 2019 Coding Exercise errors and make recommendations for the Coding Manual.
- Diane: Ask Jilal if the years of experience can be removed from the Coding Exercise.

2020 CODING EXERCISE

Continue to request 5 coding scenarios from each jurisdiction.

Dates

- Request sample cases by: September 30, 2020
- Start Date: November 30, 2020
- Completion date: March 31, 2021
- Evaluation report distributed by: April 30, 2021

Action Item:

- Refer to “CTC WORKPLAN (Processes and Timelines)”

2019 PSYCHOLOGICAL INJURY CODING EXERCISE

We discussed additions for the Coding Manual based on errors from this exercise (such as adding information on how to code two body systems, adding more examples for minor and serious injuries).

Action Item:

- **Diane:** Create AOC Issue(s) so CTC can make recommendations for additions to the Coding Manual.
(When issues are ready to be resolved, Diane will let Jilal know what needs to be added to the Coding Psychological Injury How-to Guide.)

2020 PSYCHOLOGICAL INJURY CODING EXERCISE

We will do the same as we did in 2019. In November, we will send six psychological injury scenarios to the jurisdictions by email. Everyone agreed it is not necessary to grade this exercise. It is a good training opportunity and jurisdictions looked forward to getting the answer key when they performed this exercise in 2019. Coders will have one month to complete this exercise and can complete/submit this exercise on their own, if they wish (instead of submitting one per jurisdiction like the national coding exercise).

Dates

(Chose samples from those submitted for national coding exercise)

- Start Date: November 2, 2020
- Completion Date: November 30, 2020
(Send out answer key after completion date)

Action Item:

- Refer to “CTC WORKPLAN (Processes and Timelines)”

CTC MEMBERS

The CTC were asked to review our Terms of Reference before this meeting. No changes required.

During discussions, it was mentioned that YT had two 8+ year NWISP Coders. Diane asked Dayna if she thought one or both coders would like to join the CTC.

Action Item (Complete):

- **Diane:** Sent the CTC Terms of Reference to Dayna in case they have coder(s) interested in joining the CTC.

AWCBC HAS REBRANDED THE CODER'S REFERENCE MANUAL

The updated version will include the MSI mapping for ergonomic injuries, the how-to guide for coding psychological injuries and the how-to guide for coding COVID-19.

Action Item:

- **Diane:** As noted previously, advise Jilal when a resolved issue will create additions for the psychological injury how-to guide.

MORE CODING EXERCISES THROUGHOUT THE YEAR?

Should we do specific coding exercises based on problem areas? (e.g., if jurisdictions are having problems coding transportation accidents). When and how often? The CTC would have to prepare an answer key. Everyone agreed this is a good idea.

We put this on hold, since the 2019 Coding Exercise ran longer, and the CTC is 2-3 months behind our usual schedule to review errors and make recommendations for the Coding Manual.

(NOTE: Diane has about 50 documents prepared for training new coders designed to get them to search the Issues/Reference Manual. Answer Keys are already prepared. This could be an idea. However, perhaps we should wait until 2021 to discuss this, where we are behind schedule in our usual work, as mentioned)

REVIEW OLD ISSUES TO DETERMINE VALIDITY OF DATA

This will be a standing item in our workplan.

Diane reviewed 173 issues in 2019. Some of those issues were flagged for CTC review to see if they require updates.

Action Item:

- **Diane:** Create a new issue so CTC can review flagged issues (from the 173 noted above) that may require updates.

ADDITIONS TO THE ALPHA INDEX

In 2019, the CTC recommended 33 additions, which the AWCBC made to the Coding Manual Alpha Index. When searching for these words now, their corresponding codes comes up.

AOC SYSTEM IMPROVEMENT

Diane asked Jilal in 2019 if the description of the issue could be added to the resolution tab (to look like the “Resolved” automated emails). Jilal advised there was an IT backlog.

Action Item:

- **Diane:** Check with Jilal if setting the issue to open at the “Issue Tab” is an easier fix. (We previously set it to open at the resolution tab, so coders wouldn’t mistake any documents under the issue tab as being final documents)

AOC CODER TRAINING – UPDATES MADE

In 2019, Diane and Veronica reviewed the eight Online Coder Training Modules and made updates to 10 slides due to the new codes and guidelines for psychological injuries created in January 2019. The AWCBC updated the slides in October 2019. (No new content was added. Updates only).

THE AWCBC RAN A REPORT TO SEE WHAT CODES ARE NOT BEING USED

Although it was not discussed at this meeting, the CTC reviewed a list of codes not used for 10 years (most were specific chemicals). Our comments were sent to Pieter in March 2020. Our opinion was, if codes are deleted, we recommend keeping certain codes (e.g. gallbladder). Even if codes are kept, coders likely won’t come across them unless looking for them in the Alpha Index. If codes are deleted their reference would have to be deleted from the Alpha Index, etc.

POSSIBLE NEW EVENT CODES – BULLYING / VIOLENCE / CONTACT WITH PERSON

Bullying

At the 2019 NWISP Meeting, the CTC discussed adding bullying to the Includes list of Event code 61700 Threats, verbal assaults, harassment (other than sexual); however, once the CTC began their research on bullying, we found it involves much more than verbal harassment. We therefore suggest a new code for bullying (**61920 Bullying**). This new code would only be used if “bullied/being bullied/bullying” was the only information available (e.g., the type of bullying behaviour is unknown). If the specific type of bullying behaviour is stated, even though it also says bullying, the specific behaviour would be coded (e.g., verbal harassment or hitting, etc.).

Handling person who is resistant/noncompliant

The former co-chair of the Prevention Committee asked the CTC if a new code could be created for handling noncompliant patients. The suggested new code would be for all people, not only patients. It would be used when the person is not stated to be aggressive (that would go into Division 6*), but rather is describing them as being resistant/noncompliant (e.g., trying to turn a patient and they are trying to stay in their same position (non-aggressive); helping a student to stand up while they are trying to sit back down (non-aggressive). Suggested code **29003 Bodily reaction and exertion while handling person who is resistant/noncompliant** would exclude trying to stop a person from falling (29000).

Suggested new codes, based on codes in the US version of our coding manual:

The CTC referred to the US version of the Coding Manual to see what codes they had. During our review, we thought it may be a good idea to add these specific codes for situations we code often. We suggest **61910 Physical contact with another person when restraining/subduing** (this code would be used for an aggressive/violent person) and **29002 Bodily reaction and exertion involving physical contact with another person in sporting event or physical training**. An example for this code would be prison guards practicing takedowns. It would exclude being accidentally struck by a person during physical training (02*).

Action Item:

- We did not hear from all jurisdictions. Diane will follow up.

TOP 3 FOR CTC

- 1) National Coding Exercise
- 2) Psychological Injury Coding Exercise
- 3) New issues

Please see next page for processes and timelines.

CTC WORKPLAN (Processes and Timelines)

1) **NATIONAL CODING EXERCISE:**

*(Sample cases are required by **September 30, 2020**)*

- Mid-July: (Diane) Request samples from jurisdictions
- Beginning and near the end of September: (Diane) Send reminders
- Beginning of October: (Diane) Ask CTC to select possible cases
- End of October: (Diane/CTC) Conference call to choose the 12 cases
- November: (Diane/CTC) Conference call(s) to discuss wording of scenarios and start the Answer Key discussion

*(Coding Exercise Start Date **November 30, 2020**)*

- January 2021: (Diane/CTC) Conference call(s) if required (continue answer key)
- Target Date: Beginning of February 2021: (Diane) Prepare draft Answer Key and Rationale document for CTC review
- Target date: End of February 2021: (Diane) Enter the Answer Key and Rationale onto the AOC before end date
- Beginning of February and mid-March: (Diane) Send reminder regarding end date

*(Coding Exercise End Date **March 31, 2021**)*

- By April 30, 2021: (Diane) Distribute the evaluation reports/scores
- By early May: (Diane/CTC) Review errors and make recommendations for Coding Manual

2) **PSYCHOLOGICAL INJURY CODING EXERCISE:**

*(Sample cases chosen by **beginning of October 2020**)*

- Beginning of October: (Diane/CTC) Chose psychological scenarios from the samples submitted for the national coding exercise
- Beginning/Mid October: (Diane/CTC) Conference call(s) to discuss wording of scenarios and start the Answer Key discussion
- Mid-October: (Diane) Send to AWCBC for branding.

*(Psychological Injury Coding Exercise Start Date **November 2, 2020**)*

- November 2, 2020: Start Date
- In November: (Diane/CTC) Continue working on answer key
- November 23, 2020: (Diane) Send reminder to jurisdictions

*(Psychological Injury Coding Exercise End Date **November 30, 2020**)*

- November 30, 2020: Completion date
- Beginning of December: (Diane/CTC) Conference call to review answers received, decide recommendations for coding manual based on errors
- Beginning/Mid December: (Diane) Distribute Answer Key

3) NEW ISSUES

- Continue striving for a two-week turnaround for a recommended resolution.

(The CTC recommended resolutions for 28 national issues in 2019)