

SVS PSO National Quality Survey

Following the 2021 Fall Regional Meetings, a common theme was noted regarding difficulty capturing LTFU. For procedures performed between July 1, 2018, and June 30, 2019, LTFU for VQI overall was 68%. For procedures performed between July 1, 2017, and June 30, 2018, LTFU for VQI overall was 73%. We could not identify one common obstacle for all regions; therefore, we decided to provide an 11-question SVS PSO National LTFU survey.

The survey was open from 12/9/2021 through 1/7/2022. A mail chimp was sent to participants identified as 'Hospital Managers' in which there were 1,631. Of those, 613 opened the email, and 356 clicked on the survey. Of the 356 that opened the survey, 135 answered the survey; therefore, n=135.

All regions were represented in the survey. The top three regions completing the most surveys included MVC (Midwest), VSGNE (New England), and SEVSG (Southeastern).

We asked for the total number of centers that a participant abstracts for. Ninety (90) participants answered one (1) center. Fourteen (14) participants answered two (2) centers. Ten (10) participants answered three (3) centers.

We inquired if a third-party abstraction was utilized. Twenty-three (23) said yes, and one hundred nine (109) said no. Of the twenty-three (23) that said yes to using a third-party abstraction, nine (9) use them for procedural data abstraction and eleven (11) use them for procedural and LTFU data abstraction.

The next survey question was for the total number of registries that a site subscribes to. Instructions on calculating a mother and sister sites were given. The SVS PSO staff felt the results were incorrect and that the question was misleading; therefore, this survey question result was not utilized.

We asked for the best estimate for the total number of FTE's allotted for LTFU abstraction, including employees and third-party. Fifty-three (53) said one (1) FTE is allotted for LTFU abstraction. Seventeen (17) said two (2) FTEs are allotted for LTFU abstraction. Thirteen (13) said zero (0) FTEs are allotted for LTFU abstraction.

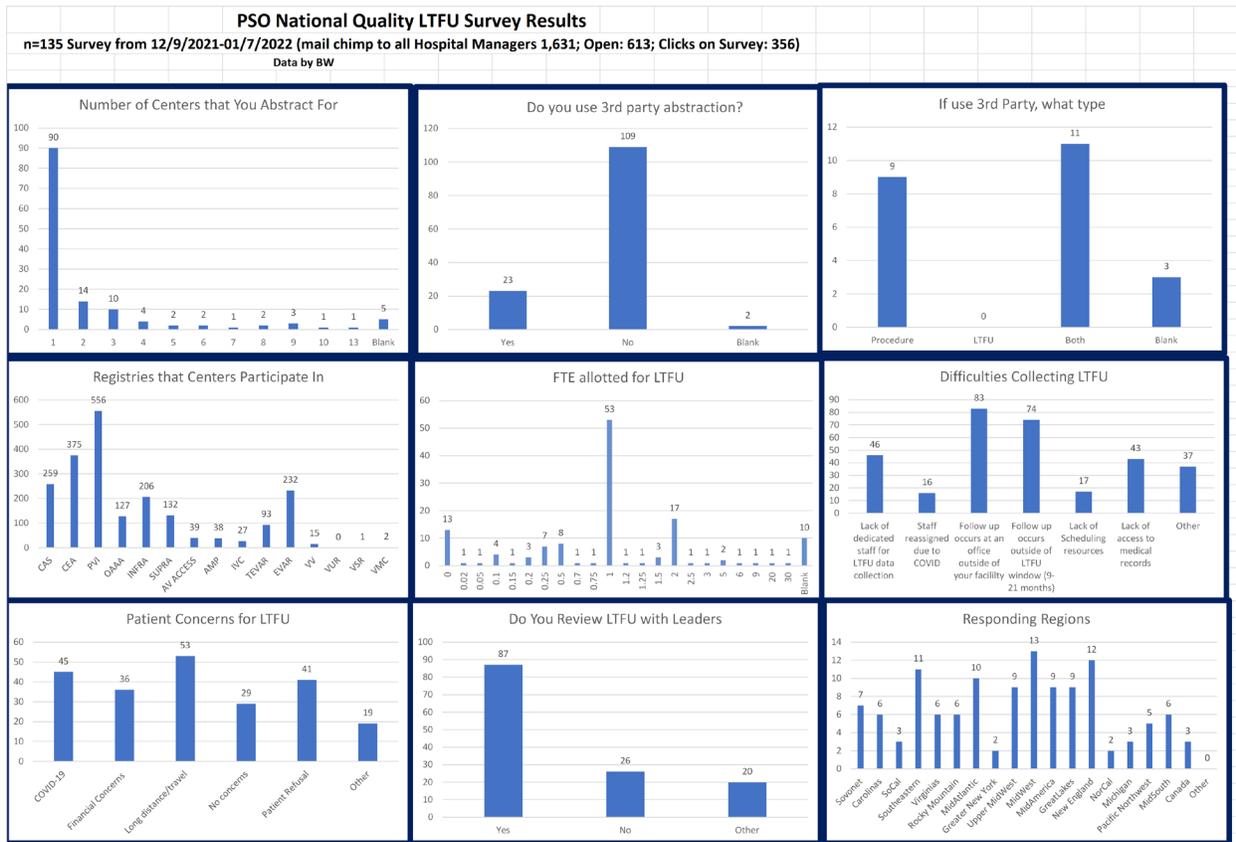
We inquired what specific challenges were met for collecting LTFU. Choices included: Lack of dedicated staff for LTFU data collection, Staff reassigned due to COVID, Follow up occurs at an office outside of your facility, Follow up occurs outside of the LTFU window (9-21 months), Lack of scheduling resources, Lack of access to medical records (internal or external), and Other (free text). Eighty-three (83) said follow up occurs at an office outside of your facility. Seventy-four (74) said follow up occurs outside of the LTFU window (9-21 months). Forty-six (46) said there were lack of dedicated staff for LTFU data collection. The other (free text) option was highly utilized; however, most fell into the categories listed.

We asked if patients had expressed concerns regarding LTFU. Choices included: COVID-19, Financial concerns (Co-pays, Out-of-pocket costs, etc), Long distance/travel, No concerns, Patient refusal, and Other (free text). Fifty-three (53) patients said long distance/travel affects LTFU. Forty-five (45) patients claim COVID-19 has affected LTFU. Forty-one (41) patients simply refuse LTFU. The other (free text) option was highly utilized; however, most fell into the categories listed.

The final question asked was if participants reviewed LTFU rates with their physicians and/or administrators. Choices included: Yes, No, and Other (free text). Eighty-seven (87) responded yes. Twenty-six (26) responded no. The other (free text) option was utilized twenty (20) times with responses

reflecting that clinicians had access to LTFU reports, surveyors were too new and did not have the opportunity to review results, and LTFU results were reviewed periodically and annually.

Overall, the SVS PSO National Quality Survey provided a small glimpse into how LTFU impacts the various VQI regions. We were able to identify specific challenges in collecting LTFU, how patients are directly impacted by LTFU, and how clinicians discuss and express LTFU concerns. We determined that LTFU FTE's and third-party vendors varied from region to region. There is much to be done; however, this survey was the beginning of many conversations on how to improve LTFU at the patient level, the clinician level, the abstractor level, and the regional level.



If you would like to take the survey, please click this link:
https://www.surveymonkey.com/r/SVSPSO_LTFU_Survey

Register for our upcoming quarterly Focus Call to improve your LTFU:
https://fivoshealth.zoom.us/webinar/register/WN_hXV90tjARK6I163vMtNzJA