Med Hub Residency Information Management System

Resident and Sub-Specialty Resident Orientation Quick Reference Guide

Office of Graduate Medical Education (GME)
What is MedHub?

- MedHub is a web-based Residency Management System designed to track and document a variety of critical program and resident activities relating to institutional reimbursement and program accreditation.
Why are we using MedHub?

MedHub assists us in three major problem areas:

1. Resident work hours in the past were not consistently reported nor tracked
   - MedHub provides improved capabilities to monitor resident work hours

2. Citations were common in the area of evaluations
   - MedHub provides improved quality control mechanisms to assist in monitoring program compliance with accreditation standards (such as evaluations)

3. Data collection for residents and sub-specialty residents on the Medicare Cost report was poor.
   - MedHub provides improved tools to support the data collection process for the Medicare Cost report audit and Institutional reimbursement
What is MedHub?

MedHub is a web-based Residency Management System designed to track and document a variety of critical program and resident activities relating to institutional reimbursement and program accreditation.

Web-based ensures that you can access MedHub from wherever you can access the Internet- from home, the hospital or from your favorite coffee house!
med+hub
Residency Information Management
MedHub Basic Facts I

- MedHub is a fully secured web based system that is accessible by the following stakeholders:
  - Residents, Sub-Specialty residents (Fellows) & First Year Residents (Interns)
  - Program Coordinators
  - Program Directors and Faculty
  - GME Office
  - Hospital Finance
  - Read Only Users (nurses, paging, technicians, etc.)
MedHub Basic Facts II

- MedHub is comprised of integrated modules which address:
  - Block Rotation and Call Schedules
  - Resident Demographics
  - Resident Duty Hours
  - Conferences & Attendance
  - Evaluations (Creation and Delivery)
  - Case/Procedure Logging
  - Reporting
  - Communication
  - Contract Management
  - Affiliated Institutional Billing
Med Hub Benefits

• MedHub promotes data quality through increased data visibility and streamlines communication across all user types

• Automatic error checking, email reminders, rules, flags and algorithms build confidence in data quality

• MedHub encourages all Stanford stakeholders to collaborate and take ownership of a process that had been ad hoc and decentralized

• The MedHub workflow review and approval process ensures actions initiated by residents are approved by program administrators, GME and finance as data moves seamlessly up the food chain

• MedHub is innovative and intuitive to use.
What do I need to do on MedHub?

All SHC & LPCH RESIDENTS and SUB-SPECIALTY RESIDENTS use MedHub to:

- Document duty hours each week - **Mandatory** for all residents, 1st year residents and sub-specialty residents
- Log procedures (where required)
- Initiate Absence Requests (Vacations, Away Conferences, and Leaves of Absence) - **Mandatory** for all residents, 1st year residents and sub-specialty residents
- Complete evaluations- **Mandatory** for all residents, 1st year residents and sub-specialty residents and faculty
- View Master Rotation Schedule
- View Program Curricula – **Mandatory** for all residents, 1st year residents and sub-specialty residents
- Address Alerts – **Mandatory** for all
How do I log in?

  - Use your user name and MedHub password sent to you by your Program Coordinator from “support @ medhub.com” (do not delete this e-mail)
Details on Logging on to MedHub

• **Logging** on to MedHub: [http://stanford.medhub.com](http://stanford.medhub.com) *(NO www.)*
  
  - Your username and password will be emailed to you from “support@medhub.com”
  
    - If you do not receive it, please contact your Program Coordinator.
  
  - You will be asked/prompted to change your password upon initial access and directed to the Change Password screen. Just follow the simple directions to change your password.
    
      1. Can not be the same as the current password
      2. Must be 5-12 characters in length
      3. Must contain at least one non-alpha character (such as a number)
  
  - If you forget your password on subsequent log-ins, merely click the “Forgot My Password” and your password will be e-mailed to you at your e-mail address of record.
You will be prompted to change your password when you are logging in for the first time:

**Change Password**

Use this form to change your password.

**Password Guidelines:**
1. Cannot be the same as the current password
2. Must be 5-12 characters in length
3. Must contain at least one non-alpha character (such as a number)
Sample of Resident MedHub Home Page
What’s on the Resident’s MedHub Home Page?

- **Right Column - News**(OPTIONAL) – You can select from available free news sources as permitted by your institution
  - Use the arrow in the upper right hand corner to move the position of the news boxes up or down
  - To add a channel click on “Add Channel” and to delete a channel use the “x” in the upper right corner of the news box

- **Middle Column – My Communications**
  - Alerts (Duty Hours and Evaluations to complete)
  - Messages
  - Announcements
  - Resources / Documents
  - Rotation Specific Curriculum Objectives (Must be reviewed by all residents / Audited in ACGNE site visits)

- **Left Column: My Schedule**
  - Calendar View
  - This Week’s Duty Hours
  - Absence Requests
  - Rotation Schedule
How do I Navigate in MedHub?

• **Use the red navigation bar to the Different Sites from your homepage:** ‘My Profile’ ‘Schedules’ ‘Procedures’ ‘Evaluations’ ‘Conferences’ and ‘Help’
  - My Profile
    • Change Password / View your demographic data / Set Preferences
  - Schedules (3 views)- For the entire Academic Year (Top Row)
    • By Resident (Resident names listed in alpha -order down the left hand column)
    • By Service (Services listed in the left hand corner)
    • By Resident Detail (Delineates Continuity Clinics (CC) / Alternate Activities (AA))
    • Key at the bottom of all Rotation Schedule Views
  - Accessing Shift Calls
    • Click on the service rotation acronym on the master rotation view
    • Click on the rotation name on your portal page
    • Check your personal calendar
How do I Navigate in MedHub? ..Cont’d

• Procedures
  - Log a procedure or be directed to your appropriate website for procedure logging
  - View Procedures List
  - Procedures Summary

• Evaluations
  - Complete/Save an Evaluation
  - View Evaluation Reports

• Conferences
  - Viewing Conference Schedule
    - From your personal calendar or
    - From the Conference Menu
  - Conference Attendance Summary
My Profile

- Change Password
- Review Records
- Set Preferences

Change Password
Use this link to modify your login information.

Review Records
Use this link to review your personal record. Information includes past education, social security number, test scores, certifications, training history, and shared files.

Preferences
Modify your preferences for viewing and communicating with the MedHub application.
Resident Duty Hours Tracking Compliance

**Weekly Duty Hours**

### December 2005

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**Weekly Compliance Checklist:**
- Maximum total hours: 0.0 hours
- Days off (if required): 0 days
- Single week period limitations: 0 hours
- 24-hour duty: 0.0 hours total maximum
- 10-hour break between work periods

Notes: You must submit your duty hours to check for compliance issues.

**Sunday January 22, 2006**

- **In:** 8:00 am
- **Out:** 6:00 pm

**Monday January 23, 2006**

- **In:** 8:00 am
- **Out:** 6:00 pm

**Tuesday January 24, 2006**

- **In:** 8:00 am
- **Out:** 6:00 pm
  - **In:** 6:00 pm
  - **Out:** 12:00 am

**View Duty Hours History**
Resident Duty Hours Tracking Compliance

- Duty Hours
  - Access from your MedHub Home page – Upper Left hand corner:
  - Document / verify duty hours weekly
  - Access is provided on a *two week rolling basis* after which lockout occurs and you must contact your program coordinator to unlock you.
### Schedules – Three View Types: (1) Service View

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**SERVICES KEY:**

- **VA-Gastro** VA-Gastro [VAM]
- **SU-Gastro** SU-Gastro [SHC]
- **SU-Hep** SU-Hep [SHC]
- **SCV-Gastro** SCVMC-Gastro [SCVMC]
- **SU-Research** SU-Research [SUH]
- **PAVA-Rsh** Pavia Alto VA-Research [VAM]
- **GI-MedR** GI-MedR [VAM]
# Schedules – Three View Types: (2) Resident View

## Stanford University Medical Center

### Schedule Administration Instructions:
- To modify a resident’s rotation activity, click the modify icon (a pencil) in the appropriate box.
- To view or modify a shift/all schedule, click on the service abbreviation in the schedule above.
- To modify service properties and/or shifts, click on the service abbreviation in the services summary.

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<td><strong>Academic Year</strong></td>
<td>July 1, 2005 - June 30, 2006</td>
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### Services Key:
- **VA-Gastro**: VA-Gastro [VAH]
- **SU-Gastro**: SU-Gastro [SHC]
- **VA-SVC**: VA-SVC [VAH]
- **SCV-Gastro**: SCV-Gastro [SCVMC-Gastro [SCVMC]]
- **VA-Reasearch**: VA-SVC [VAH]
- **Palo Alto VA-Research**: Palo Alto VA-Research [SHC]
The “Resident Details” View Shows Continuity Clinics (CC) / Alternate Activities (AA)
MedHub provides procedure logging by clicking on the “Procedures” link on the red navigation bar, or will redirect you to the ACGME site or other site required by your program for logging procedures.

Log Procedure

**Background Information**

- **Date:** 04/02/2005
- **Location:** Stanford Hospital & Clinics
- **Supervisor:** none

**Patient Information**

- **Patient ID:** 
- **Patient Gender:** unavailable
- **Patient Age:** unavailable

**Procedure Information**

- **Procedure:**
Some programs require you to directly log procedures into the ACGME site (below) or an alternate site e.g., Board of Neurosurgery, CTS site. Please check with your Program Director if you have any questions.
Evaluations

To complete evaluations – simply click on the appropriate response or type in comments and click “Submit” at the bottom of the page or you can hit “Save answer – I will finish later” and then submit to save your responses and return to the evaluation form at a later time to complete and submit – all electronically.
How do I get Help in MedHub?

Navigate to Help- by clicking “HELP’ on the Red Navigation Bar

- Getting Help
  - Online User Documentation
    - Knowledge Base
    - User Documentation
    - FAQs
  - Logging a trouble ticket
  - Go to the Help screen and provide as much information as possible
    - Questions about Stanford residency program process or policy should go to your program coordinator (Drop down menu's)
    - Questions about MedHub functionality should go to MedHub, but MedHub support cannot edit, delete or unlock data
  - If you want to change data-please contact your program administrator.
  - If you cannot access MedHub, try to access another site (ebay.com, msn.com)
    - If you cannot access any site, it is not a MedHub issue but a network issue and you need to contact the Hospital IT Help Desk – 3-3333 from inside the hospital complex or 650-723-333 from off-campus.