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FM COMDT COGARD WASHINGTON DC//CG-112//
TO AIG 4905
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UNCLAS //N06010//

SUBJ: MANDATORY USE OF MEDICAL ENCOUNTER REVIEW SYSTEM (MERS) 1. THIS AIG ANNOUNCES THE PHASED IMPLEMENTATION OF THE MEDICAL ENCOUNTER REVIEW SYSTEM (MERS), AN INTEGRATED ELECTRONIC COAST GUARD WIDE PEER REVIEW AND PATIENT/CUSTOMER SATISFACTION SYSTEM. THIS SYSTEM WILL REPLACE THE CURRENT PROVIDER PEER REVIEW SYSTEM (MAXIMUS) AND CONSOLIDATE/STANDARDIZE THE CURRENT CLINIC SPECIFIC PATIENT SATISFACTION PROCESS. MERS IS A QUALITY ASSURANCE PROGRAM AND IS PROTECTED UNDER TITLE 14 SECTION 645 OF THE US CODE. MERS DATA IS TO BE USED FOR QUALITY IMPROVEMENT PURPOSES ONLY. THE RESULTS OF PATIENT SATISFACTION AND PEER REVIEW WILL BE IMMEDIATELY AVAILABLE TO THE INDIVIDUAL PROVIDER AND THEIR PROFESSIONAL SUPERVISORY CHAIN.

INDIVIDUAL PROVIDER SCORES CAN ONLY BE REVIEWED BY THE PROVIDER AND THEIR SUPERVISOR. ALL ADMINISTRATIVE STAFF WILL HAVE ACCESS TO ROLL-UP REPORTS BASED ON THEIR POSITION WHICH WILL CONTAIN PATIENT SATISFACTION AND PEER REVIEW DATA THAT IS NOT SPECIFIC TO AN INDIVIDUAL PROVIDER.

2. EFFECTIVE 6 DECEMBER 2010, ALL COAST GUARD PROVIDERS ACTIVELY ENGAGED IN PATIENT CARE ARE REQUIRED TO PARTICIPATE IN PEER REVIEW. AT THE BEGINNING OF EACH MONTH, 5 ENCOUNTERS WILL BE RANDOMLY SELECTED FROM THE PREVIOUS MONTHS ENCOUNTERS AND ASSIGNED TO INDIVIDUAL PROVIDERS FOR REVIEW. EACH REVIEWER WILL RECEIVE AN E-MAIL NOTIFICATION AND HAS 30 DAYS TO COMPLETE THE ASSIGNED PEER REVIEWS ONLINE. AFTER 30 DAYS, INCOMPLETE REVIEWS WILL BE REPORTED BY THE SYSTEM TO THE REVIEWERS IMMEDIATE SUPERVISOR AND MADE AVAILABLE TO THE HEALTH, SAFETY, AND WORKLIFE SERVICE CENTER (HSWL SC) CHAIN OF COMMAND.

3. EFFECTIVE 03 JANUARY 2010, ALL COAST GUARD PROVIDERS WHO SUPERVISE MID-LEVEL PROVIDERS ARE REQUIRED TO USE MERS FOR THEIR REVIEW OF MID-LEVEL PROVIDERS. SUPERVISORS WILL BE ASSIGNED 5 ENCOUNTERS FOR REVIEW FOR EACH MID-LEVEL PROVIDER EVERY MONTH. THE PREVIOUS REQUIREMENT OF 10 REVIEWS PER MID-LEVEL PER MONTH HAS BEEN SUSPENDED. THE SUPERVISOR HAS 30 DAYS TO COMPLETE THE ASSIGNED REVIEWS. AFTER 30 DAYS, INCOMPLETE REVIEWS WILL BE REPORTED BY THE SYSTEM TO THE SENIOR MEDICAL EXECUTIVE AND MADE AVAILABLE TO THE HSWL CHAIN OF COMMAND.

4. EFFECTIVE 03 JANUARY 2011, ALL PROVIDERS ARE REQUIRED TO REVIEW THEIR PERSONAL PEER REVIEW SCORES MONTHLY IN MERS IN ORDER TO COMPLETE THE FEEDBACK LOOP. THIS IS ACCOMPLISHED BY CHECKING THE BOX AT THE END OF EACH PEER REVIEW SCORE REPORT.

5. PATIENT SATISFACTION SURVEYS CONTINUE TO BE SENT TO RANDOMLY SELECTED PATIENTS DAILY. SURVEY RESULTS ARE POSTED TO THE PROVIDERS PROFILE IN MERS WEEKLY. MERS WILL NOT DIVULGE THE PATIENTS IDENTITY UNLESS THE PATIENT IDENTIFIES THEMSELVES IN THE WRITTEN COMMENTS.

6. ALL USERS WILL RECEIVE AN INTRODUCTORY EMAIL WITH BRIEF INSTRUCTIONS AND THEIR USERNAME AND PASSWORD. USER TRAINING FOR MERS IS AVAILABLE IN THE JOB AIDE ENTITLED, MEDICAL ENCOUNTER REVIEW SYSTEM (MERS), WHICH IS AVAILABLE ON THE CG-1121 WEBSITE AT WWW.USCG.MIL/HQ/CG1/CG112/CG1121/DEFAULT.ASP. ADVANCED USER TRAINING WILL BE PROVIDED BY CG-1122/23 IN JANUARY 2011 VIA WEB CONFERENCE.

DATES WILL BE ANNOUNCED THROUGH THE HSWL SERVICE CENTER. THE WEB ADDRESS FOR MERS IS [HTTPS://ATHENS.SYNOVATE.COM/COASTGUARD/COASTGUARD.LOGIN](https://athens.synovate.com/coastguard/coastguard.login)

7. THE PROGRAM MANAGERS FOR MERS ARE CDR TRENT JANDA (FOR INFORMATION TECHNOLOGY) AT TRENTON.A.JANDA(AT)USCG.MIL, (202) 475-5184 AND CDR MONICA KUENY (FOR QUALITY ASSURANCE) AT MONICA.R.KUENY(AT)USCG.MIL, (202) 475-5162.

8. RELEASED BY CAPT MAURA K. DOLLYMORE, CHIEF, OFFICE OF HEALTH SERVICES.

9. INTERNET RELEASE AUTHORIZED.

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