

## CardiacSite: A Quality Assessment of Interventional Cardiology Facilities

# Frequently Asked Questions



**What is CardiacSite?** CardiacSite is a safety and quality program designed to assess cardiac catheterization labs and hybrid suite facilities including facility requirements, qualifications of personnel, and appropriateness of equipment, and quality and safety policies for performing interventional procedures. By evaluating facilities through the CardiacSite program, health plans can ensure that its network of interventional cardiology facilities follow industry best-practices and deliver safe, quality care to their patients.

**Who is CardiacSite?** CardiacSite is a quality program offered by HealthHelp, a decade-long provider of effective benefit management tools for diagnostic imaging, radiation oncology, and interventional cardiology services.

Since 2005, HealthHelp, through its Site programs, has studied and promoted quality-based imaging practices throughout the United States. The CardiacSite Assessment Program certifies interventional cardiology facilities pursuant to national standards and benchmarks that promote quality, safety and business efficiency practices. CardiacSite promotes quality-based practices for cardiac catheterization labs and hybrid suites across the United States and its territories. CardiacSite works together with private payers, hospitals and provider systems to assess the quality of service, personnel and equipment of interventional cardiology facilities to provide quality of care and safety to health plan members nationwide.

**Why assess the safety and quality of interventional cardiology services?** CardiacSite believes that interventional cardiology is vitally important in the episode of care, and desires to ensure at least a minimum level of quality and safety for its enrollees. Interventional technology is improving rapidly and becoming more complex. In addition to technological changes, the skills and policies of the personnel performing interventional procedures are imperative to maximizing the information gained through these services. It is important to eliminate/ correct any poor quality or unsafe patient care. This not only improves patient care, but also allows more funding to provide enrollees with better care. This equates to paying for a minimum standard of imaging and procedural quality and safety for enrollees, performed on satisfactory equipment and interpreted by qualified physicians.

**Who is required to participate in this assessment?** All cardiac catheterization labs and/or hybrid suite facilities providing interventional services are required to participate in this program. This includes, but is not limited to, hemodynamic evaluation, coronary and bypass graft catheterization, abdominal and thoracic aortography, percutaneous coronary intervention (PCI), peripheral catheterization and intervention, cervico-cerebral catheterization and interventions and interventions for structural heart disease. Depending on local needs, some laboratories or hybrid suites may offer electrophysiology diagnostic and therapeutic procedures with device implantation plus other non-vascular interventional procedures.

**How are evaluations made about rendering capabilities?** CardiacSite standards of safety and quality pertain to the equipment and personnel used at facilities where interventional cardiology services are performed as well as to basic operational policies, which are based on state law, medical literature, and guidance from an advisory board comprised of equipment and cardiology experts. The standards employed are designed to ensure a minimum level of patient safety and rendering quality. These standards are based upon applicable state and federal laws/guidelines as well as the medical literature. Regulations may be state and/or modality-specific (e.g. most states require that a radiation safety officer be appointed when devices which produce x-radiation or a current license is required by law for facilities who use radioisotopes).

**What information will I need to provide?** Interventional Cardiology Facilities are asked to provide information in these areas:



**Facility Information** includes facility standards, demographics including location and contact information. Certified facilities are required to provide updates to phone numbers and contact information.



**Radiology systems and equipment** covers basic information about each of the devices/systems utilized at the cardiac catheterization lab and/or hybrid suite facility.



**Professional Qualifications** asks about the operators of the Cath Lab equipment, support staff and the physicians who interpret the results. Each facility is required to submit the expiration date for some licenses as well as the NPI number for the organization and the Medical Director



**Quality & Patient Safety** includes questions about the recommended safety and quality measures that all cardiac catheterization providers must meet

**Is it possible to fail this assessment?** Yes. Failure is unusual and occurs when basic standards of safety and quality are not met.

**What happens if the review of the assessment identifies an area of deficiency?** Usually, exceptions are due to incomplete data. If we do not receive enough information to fully evaluate capabilities, facilities will be notified of the reason for failing to meet standards, and will be given 90 days to submit updated information. CardiacSite will work with the site to identify key opportunities for improvement in order to help meet CardiacSite standards.

**When do facilities need to submit the assessment information?** Please complete this assessment within 15 days of notification.

**Does this program require extensive documentation?** No. CardiacSite performs random desktop audits and we verify some of the assessment information using online resources. We may ask for some documentation. Documents requested are always related to the assessment and can be conveniently uploaded online.

**Does this assessment involve an inspection of the facility?** Yes. The health plan may, at its discretion schedule on-site or desk-top facility audits. The health plan will conduct the number of inspections adequate to assure the integrity of the program. Inspections will include review of all documentation supporting the statements submitted in the assessment. If you are selected to participate in this opportunity, CardiacSite will attempt to coordinate our visit at least 48 hours in advance.

**How do facilities participate?** The easiest way to enter information is to register and complete the survey online. Please contact our Program Support Team and a customer support professional will be happy to assist you.

**Some sites already have accreditation. Why do they need to fill out another assessment?** Participating health plans use CardiacSite data maintain thorough records of interventional cardiology and imaging capabilities but sees no need to require the extensive investigations demanded by accreditation procedures. Rather than probing deeply into cardiac facilities, this CardiacSite Assessment broadly and uniformly covers a wide range of topics which when taken together provides this health plan with an excellent profile of your overall capabilities. Facilities where high standards required for accreditations have already been met generally rank high in their market.

**How does CardiacSite compare to accreditation programs offered by national organizations?** Many national organizations set high standards for imaging and cardiology services and require extensive documentation and lengthy evaluations, often including mandated inspections and review of images and procedures. CardiacSite is designed to ensure a basic level of safety and quality for patients by assembling a set of information about the equipment and procedures performed by each site. Facilities that have accreditation from recognized sources can report the accreditation to satisfy part of the CardiacSite Assessment.

**How long is a CardiacSite Certification valid?** The CardiacSite Assessment is valid for no more than 2 years. However, we encourage you to login as needed to update your information should you have any changes to your equipment, personnel, or imaging policies. Certified facilities are listed on the *CardiacSite Certification Directory* on <https://www.healthhelp.com/benefits-management-offerings/cardiac-site/>.

**Can I contact CardiacSite for assistance?** Certainly! If we can do anything to improve your CardiacSite certification experience, please feel free to contact our Program Support team with any questions you may have.



**Site Program Support**

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