Clinical Documentation Integrity (CDI) Best Practices

BKD

CPAs & Advisors

Heather Greene, RHIA, CPC,CIC,CPMA, CDIP
AHIMA Approved CDI & ICD-10-CM/PCS Trainer
BKD Health Care Performance Advisory Services
502.434.3382 Direct|hgreene@bkd.com

February 5, 2020

Objectives

› Identify CDI Goals

› Classify the structure of a successful CDI program

› Define quality documentation
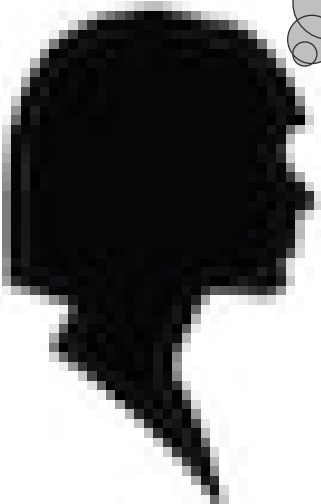
› Examine collaboration

› Discuss physician education

Everyone needs a trusted advisor.
Who's yours?

BKD

Agenda

› CDI Goals

› CDI structure

› CDI staff skills

› Staffing models

› Medical staff

› Workflow

› Quality documentation

› Collaboration

› Education

Everyone needs a trusted advisor.
Who's yours?

BKD

Clinical Documentation Integrity (CDI) Goals

Successful CDI Programs enable accurate representation of a patient's clinical status in the patient health record

- Accurate and comprehensive **patient health records**…if it isn't documented, it wasn't done and can't be coded
- Accurate and specific **coding**
- Supports patient **acuity**, severity of illness (**SOI**) and risk of mortality (**ROM**)
- Documents and supports services provided
- Support **medical necessity** and **quality** of care
- Appropriate length of stay (**LOS**) and care management
- Minimizes **clinical denials**
- Timely and accurate **reimbursements**
- Maintain **compliance** with regulatory and governmental agencies
- Utilize clinical terms recognized by physician/providers and necessary by Medicare, Medicaid and other payors for coding, billing and reimbursement accuracy
- Translation of clinical terms into numeric terms (Dx, Px, DRG) for reimbursement

Everyone needs a trusted advisor.
Who's yours?

BKD

Clinical Documentation Integrity (CDI) Common Symptoms to Address

We're providing quality care; outcomes are good but clinical documentation is like a puzzle:

Missing and/or Inaccurate

Cut and paste

Non-specific

Conflicting

Unclear

Not organized

BKD

Clinical Documentation Integrity (CDI) Common Symptoms to Address

CMI is all over the place or deteriorating

Query fatigue

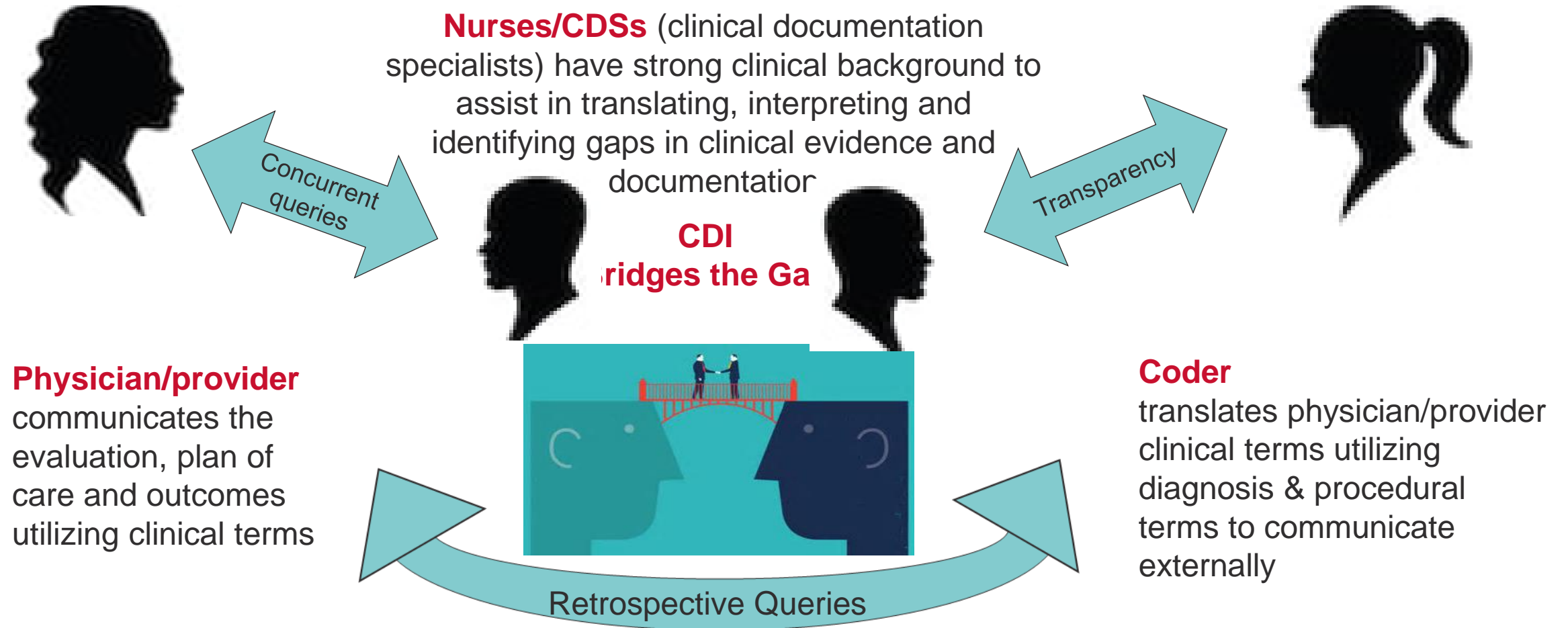**EHR opportunity**

Process flows & prioritization

Communication gaps & duplication of efforts

LOS is longer than expected or desired

- Reimbursements are diminishing;
- Moving from volume to value;
- Mortality – expected vs. actual; not to mention:

BKD

CDI Bridges the Gap

CDI programs facilitate accurate representation of patient's clinical status

Nurses/CDSs (clinical documentation specialists) have strong clinical background to assist in translating, interpreting and identifying gaps in clinical evidence and documentation

Concurrent queries

Transparency

CDI bridges the Gap

Physician/provider communicates the evaluation, plan of care and outcomes utilizing clinical terms

Coder translates physician/provider clinical terms utilizing diagnosis & procedural terms to communicate externally

Retrospective Queries

CDI Structure

Steering committee

› Medical staff support

› Funding

› Key metrics

› Communication

Program committee

› Staffing, management and staff, structure

› Training of medical staff and organization communication

› CDI functions

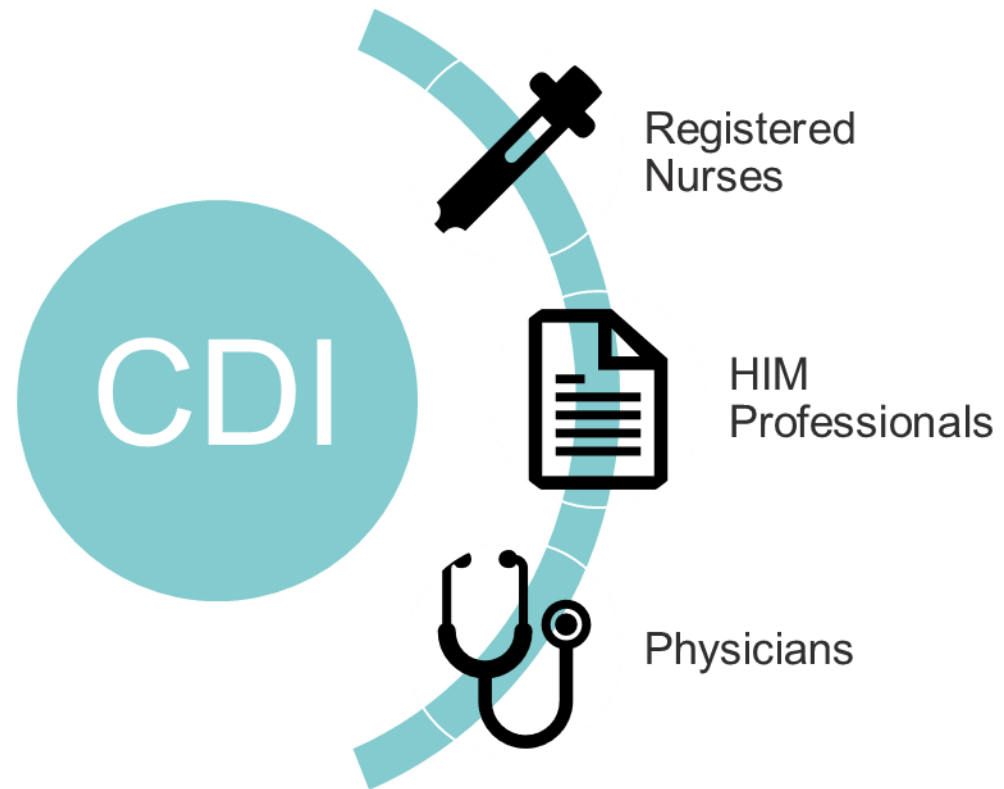› Report key metrics to steering committee

CDI Structure

› Departments

- Inpatient

- Rehab

- Psych

- Skilled nursing facilities

- Outpatient/ambulatory

CDI staff skills

› Social

› Communication style

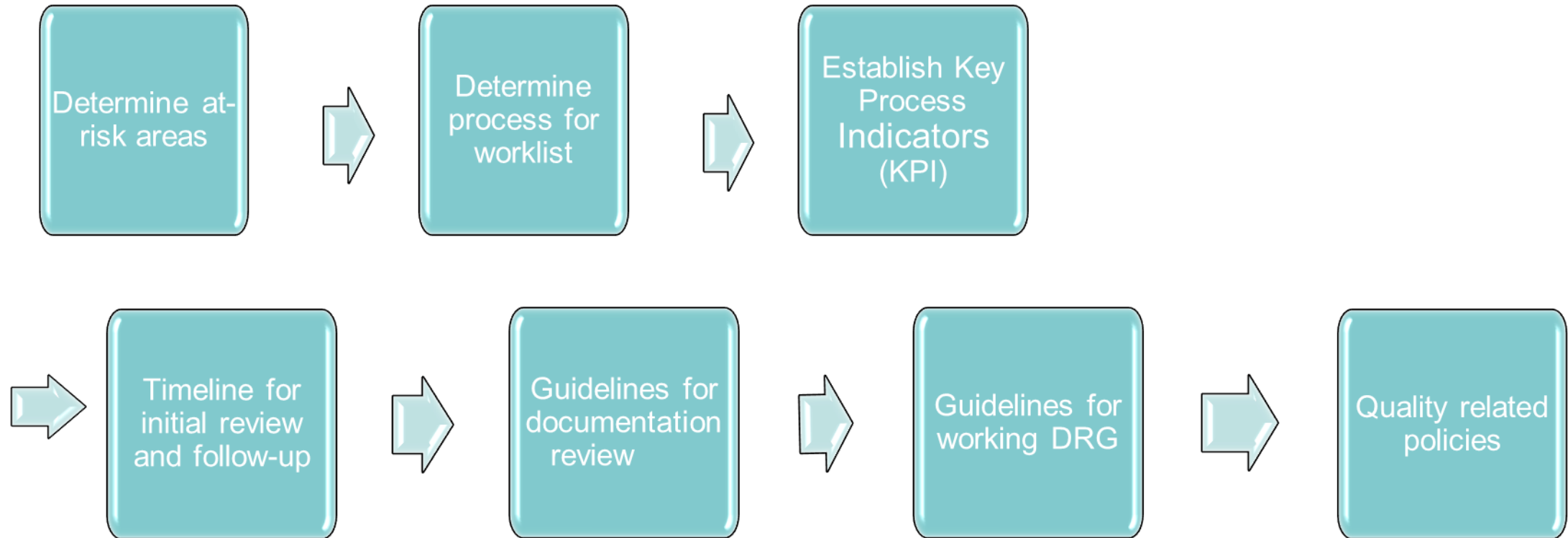› Clinical knowledge

› Coding knowledge

› Computer skills

Staffing Models

Everyone needs a trusted advisor.
Who's yours?

BKD

Medical Staff

› Physician leader, advisor, champion role:

- Educate medical staff

- Support CDI staff

- Peer-to-peer interactions

- Policies and procedures

- Escalation policy

Everyone needs a trusted advisor.
Who's yours?

BKD

Workflow

Workflow, Continued

› At-Risk areas
  - Diagnoses
    › Sepsis, pneumonia, altered mental status
  - Specialty
    › Ortho, Neuro, surgical
  - Quality
    › PSI, readmissions
  - Case management/UR
    › Covered days

Workflow, Once More

› Workflow process

- Payor

- Department

- Specialty

- Floor

› KPIs

- Review rate

- Query rate

- Query response rate

- Query response time

- Query agreement rate

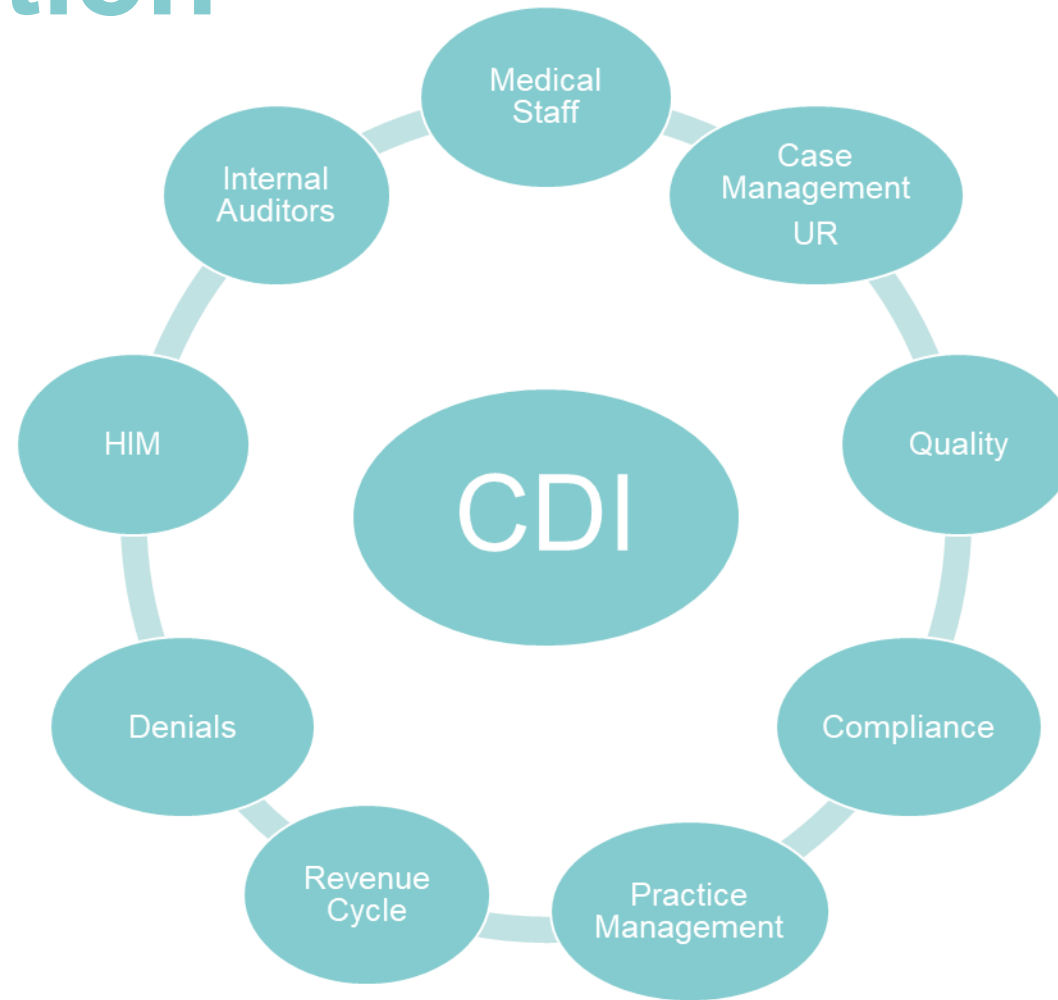- DRG reconciliation rate

- Case mix index (CMI)

- Denials

Workflow, Final

› Review Time

- Initial (within 24 hours)

- Follow up (every 48 hours)

› Guidelines for documentation review

- Defining the process

› Working DRGs

- How to use these

› Quality policies

- What should CDI review

Everyone needs a trusted advisor.
Who's yours?

BKD

High Quality Clinical Documentation

› Legible
  • Easy to decipher and comprehend

› Reliable
  • Diagnoses and treatment are consistent
  • There is a diagnosis for treatment given

› Precise
  • Accurate and exact
  • Complete

› All concerns are addressed
  • Authenticated

› Consistent
  • No contradictions
  • Any discrepancies are addressed

› Clear
  • No ambiguity
  • Think with ink

› Timely
  • Information is available at or near point of care

Collaboration

CDI

- Medical Staff
- Case Management UR
- Quality
- Compliance
- Practice Management
- Revenue Cycle
- Denials
- HIM
- Internal Auditors

Physician Education

› Documentation practices

› Trends and benchmarks

› CDI orientation for new medical staff

› Determine best medium for education

- Short face-to-face
- Medical staff meetings
- Newsletter

› Competition

- Best improved documentation

Coding and CDI Collaborative Education

› Monthly meetings:

- Documentation practices
- Trends and benchmarks
- Coding practices
- New technologies and techniques
- New federal regulations
- Denials
- Audit findings

Question 1

› Which one of the below are one of the seven high quality documentation standards.

   a) Expensive

   b) Legible

   c) Vague

Question 1 Answer

› Name one of the seven high quality documentation standards.

   a) Expensive

   b) Legible

   c) Vague

Question 2

› What is the role of the clinical documentation specialist (CDS)?

 a) To create more work for the physicians

 b) To bridge the gap between coding and

 c) To incorporate clinical indicators into final coding

Everyone needs a trusted advisor.
Who's yours?

BKD

Question 2 Answer

› What is the role of the clinical documentation specialist (CDS)?

   a) To create more work for the physicians

   b) To bridge the gap between coding and physicians

   c) To incorporate clinical indicators into final coding

Questions?

Heather Greene, RHIA, CPC,CIC,CPMA, CDIP
AHIMA Approved CDI & ICD-10-CM/PCS Trainer
Managing Consultant | BKD
600 N. Hurstbourne Pkwy, Suite 350
Louisville, KY 40222-5381
502.581.0435 Ext. 32187
502.434.3382 Direct
502.581.0723 Fax

Thank You!

bkd.com | @bkdllp

BKD
CPAs & Advisors

Disclosure

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U65RH31261, Delta Region Health Systems Development, $8,000,000 (0% financed with nongovernmental sources). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.