



BRIDGING THE GAP BETWEEN CODING, CDI AND QUALITY



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MEET YOUR PRESENTER

- Heather Gladden
- CAC/CDI Product Manager at Dolbey
- Based out of Cleveland, Ohio
- 17 years of industry experience
- Spoken at many national and local shows
- 2 cats Carlos and Lucy



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A G E N D A

Common Tasks Coding, CDI
and Quality

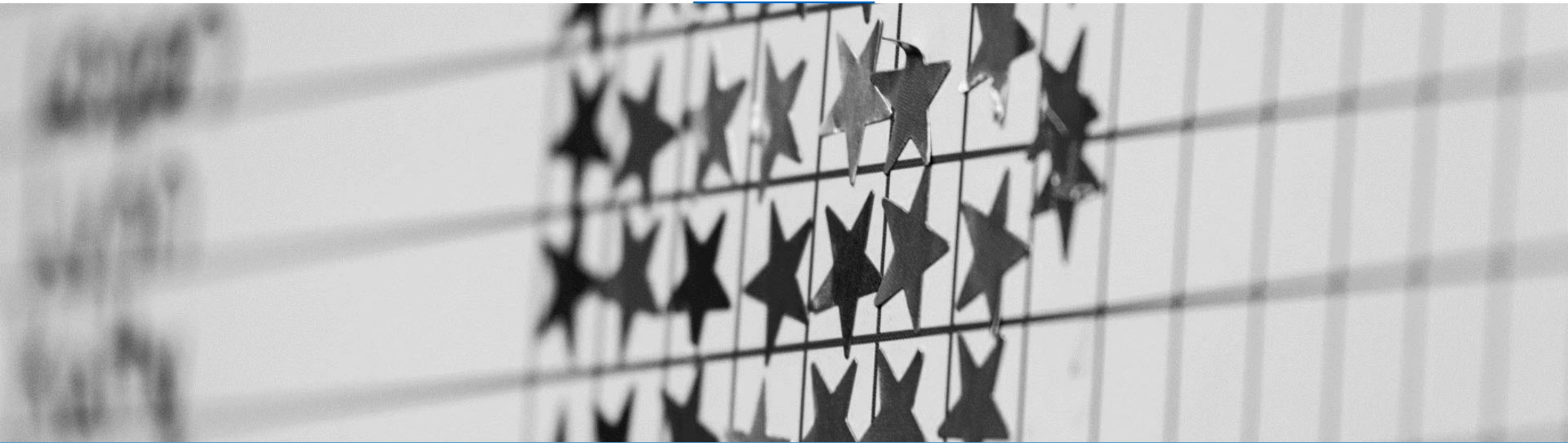
Areas of Impact

Technology Overview

It's All About the Data!

Outcomes and Conclusions





“Excellence is the current buzz word in Healthcare delivery. However, no matter how excellent the care, the coding professionals stand between that **excellent** care and the health care organization getting back the reimbursement they deserve. It’s a tremendous responsibility!”

– Rhonda Crabtree
Organizational Efficiency Officer
Covenant Healthcare

TEAM PARTICIPATION

- Even though coders have the responsibility of submitting the chart to billing, that doesn't mean coders are exclusively responsible for the correctness of the bill!
- Many team members participate. Today we are going to talk about a few of those members.
 - CDI
 - Quality
 - Coding



TASK OF

CLINICAL DOCUMENTATION IMPROVEMENT

The clinical documentation improvement (CDI) professionals have a worthy task to help identify and communicate opportunities and risks related to documentation inefficiencies in the medical record.

CDI COMMON TASKS

- Perform Concurrent Reviews
- Query providers to reduce or eliminate retrospective queries
- Focus reviews on charts that need the most attention
- Review ROM/SOI
- Assign Working DRG
- Communicate with Quality
- Collaborate with Coding





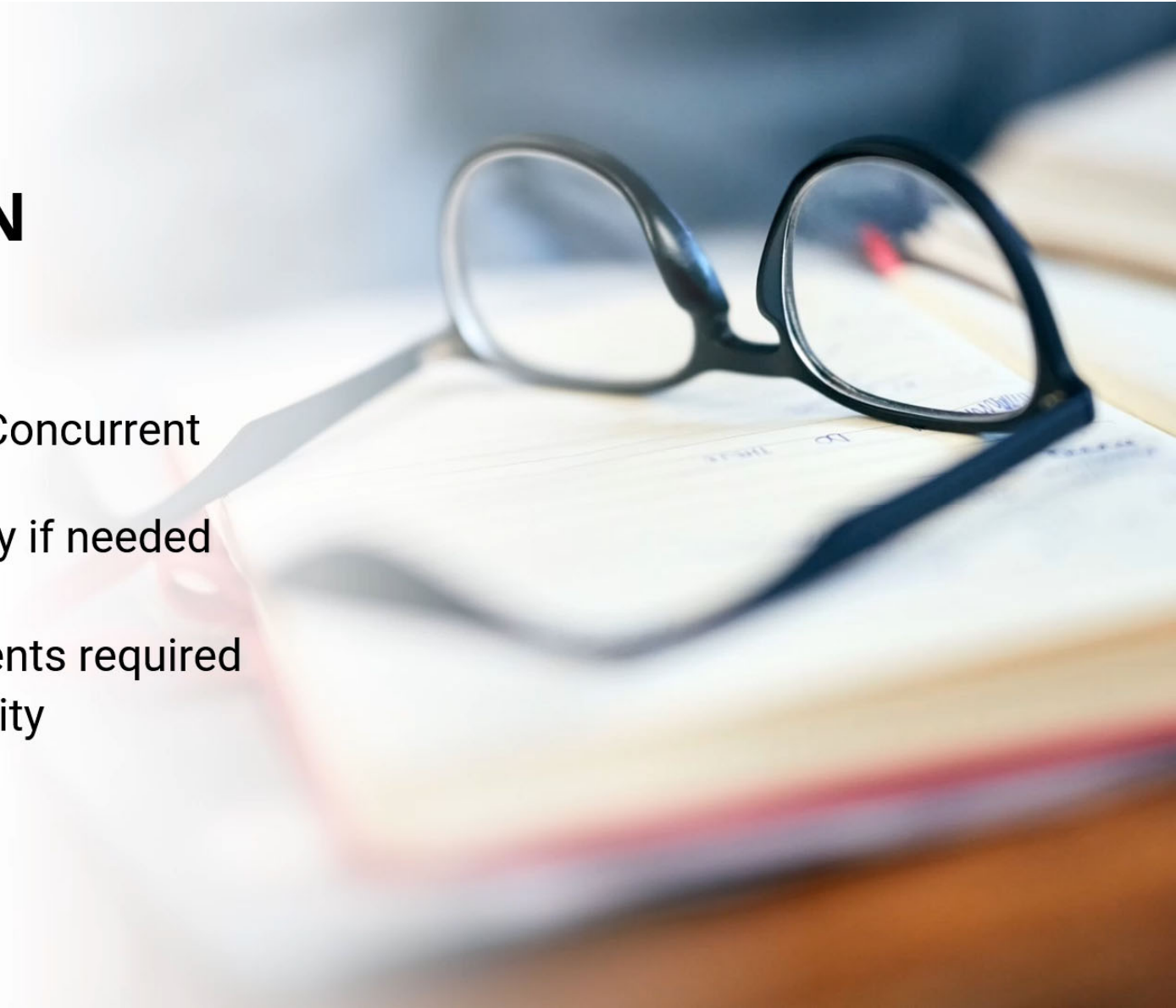
TASK OF

CODING

Coding professionals are deeply devoted to identifying the correct codes to accurately represent patient care, resources consumed, severity of illness, and risk of mortality.

CODER COMMON TASKS

- Post Discharge and/or Concurrent Workflow
- Read the chart and query if needed
- Assign Codes
- Abstract any data elements required
- Communicate with Quality
- Collaborate with CDI



A black and white photograph of a person sitting at a desk, viewed from the side. They are looking at a large computer monitor. The monitor displays a dashboard with various data visualizations: a bar chart with a '+89%' increase, a line graph titled 'Average user base', a 'Social Networks growth in marketing' chart, and four donut charts under the heading 'Product relative effectiveness'. To the right of the donut charts are three columns of text under the headings 'Social networks influence', 'Community involvement', and 'Content Consumption'. A desk lamp is visible on the right side of the desk, and a small potted plant sits next to it. A bicycle wheel is partially visible in the background.

TASK OF

QUALITY INITIATIVES

The quality initiatives (QI) professionals pinpoint and communicate patient safety indicators (PSI), hospital acquired conditions (HAC) and other quality initiatives to ensure providers can react as early in the stay as possible, while ensuring the documentation is accurately depicted on the data points that can impact the hospital's quality scores.

QUALITY INITIATIVES COMMON TASKS

- Post Discharge, Concurrent and Retrospective Workflow
- Read the chart and ask the coder or CDI to query if needed
- Collaborate with the Healthcare Provider
- Communicate updates with CDI and Coding
- Track and Trend data
 - Education
 - Decisions





LOOKING AT THE VALUE

- Accurate reflection of a patient's clinical status and services provided
- Quality outcomes and value-based care
- Coded data is integral to other initiatives
 - Revenue cycle
 - Quality
 - Value-based care
 - Population health
 - Strategic planning

COST OF NO COLLABORATION

- TIME!
- Lack of Reconciliation
- Increased Denials
- Increased DNFB
- Increased AR days



WHY COLLABORATE?

- Brainstorming
- Providing Value
- Equal Partaking





**CODE
ASSIGNMENT**



**DRG
CALCULATION**



**MISSING
INFORMATION**



**QUERY
PROVIDERS**



**DOCUMENTATION
SUPPORTS SOI/ROM**



**IDENTIFY CHARTS
THAT MEET QI**



**COMMUNICATE
BETWEEN DEPTS**



**REPORT ON
DATA**

DIFFERENT TASKS, BUT SIMILAR ACTIONS



TECHNOLOGY CHALLENGES

- Collecting Data in Different Platforms
- Results
 - Little or no data shared
 - Gaps in crucial data
 - Differences in Reporting



**HOW CAN THESE TEAMS WORK IN A
COLLABORATIVE SPACE TO PROMOTE
COMMUNICATION AND ACHIEVE
COMMON GOALS?**





COMPUTER-ASSISTED CODING (CAC)



TECHNOLOGY

- 10+ Years on the Market
- Continues to evolve
- Common Technology Types included Machine Learning (ML) and Artificial Intelligence (AI)
 - Code Suggestion
 - CDI Prioritization
 - Quality Initiative Identification
- Continuously learning



WHY CAC?

1. Collaboration
2. Process Improvement
3. Productivity



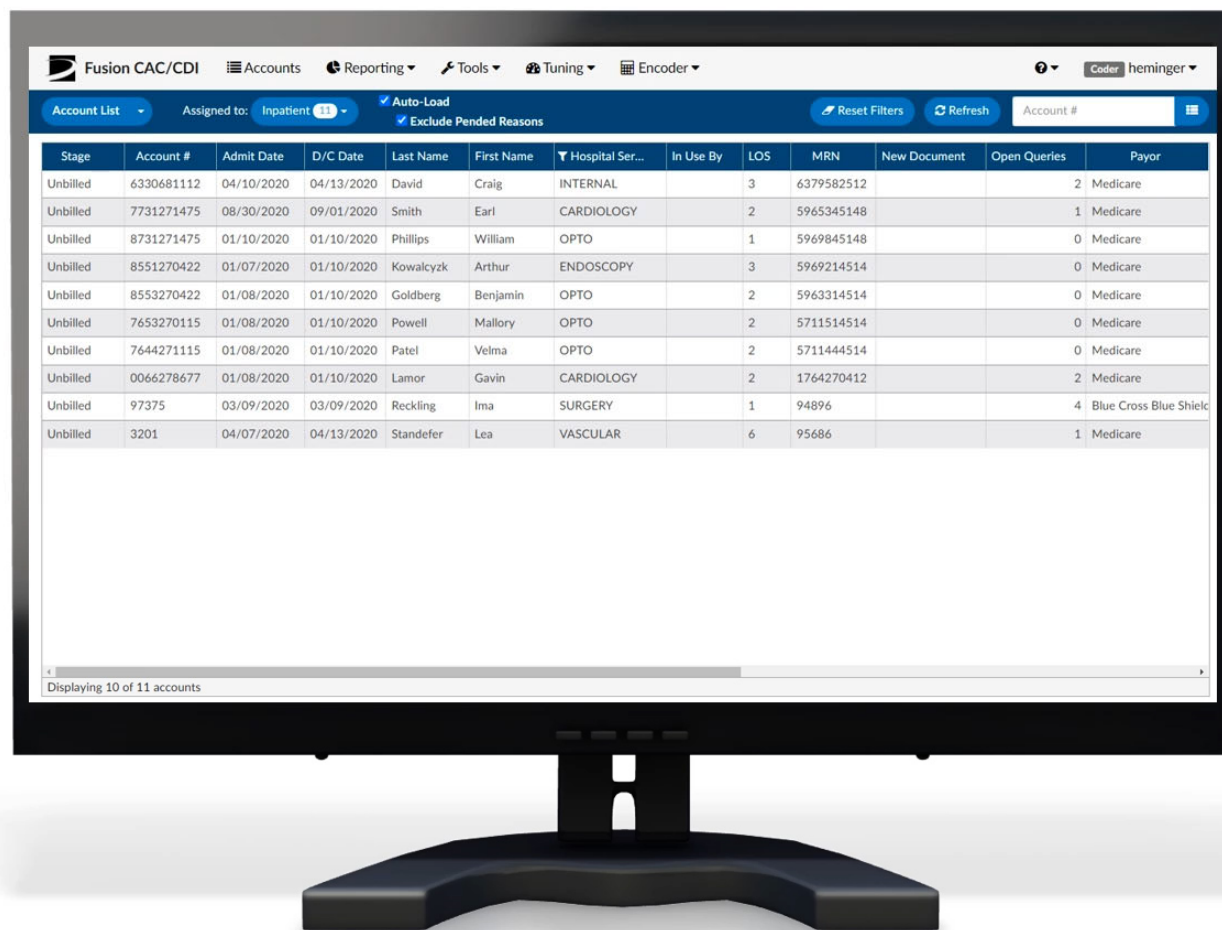


OVERVIEW

COMPUTER-ASSISTED CODING



FLEXIBLE WORKFLOW



Stage	Account #	Admit Date	D/C Date	Last Name	First Name	Hospital Ser...	In Use By	LOS	MRN	New Document	Open Queries	Payor
Unbilled	6330681112	04/10/2020	04/13/2020	David	Craig	INTERNAL		3	6379582512		2	Medicare
Unbilled	7731271475	08/30/2020	09/01/2020	Smith	Earl	CARDIOLOGY		2	5965345148		1	Medicare
Unbilled	8731271475	01/10/2020	01/10/2020	Phillips	William	OPTO		1	5969845148		0	Medicare
Unbilled	8551270422	01/07/2020	01/10/2020	Kowalczyk	Arthur	ENDOSCOPY		3	5969214514		0	Medicare
Unbilled	8553270422	01/08/2020	01/10/2020	Goldberg	Benjamin	OPTO		2	5963314514		0	Medicare
Unbilled	7653270115	01/08/2020	01/10/2020	Powell	Mallory	OPTO		2	5711514514		0	Medicare
Unbilled	7644271115	01/08/2020	01/10/2020	Patel	Velma	OPTO		2	5711444514		0	Medicare
Unbilled	0066278677	01/08/2020	01/10/2020	Lamor	Gavin	CARDIOLOGY		2	1764270412		2	Medicare
Unbilled	97375	03/09/2020	03/09/2020	Reckling	Ima	SURGERY		1	94896		4	Blue Cross Blue Shield
Unbilled	3201	04/07/2020	04/13/2020	Standefor	Lea	VASCULAR		6	95686		1	Medicare

Displaying 10 of 11 accounts

PRIORITIZING CHARTS

Fusion CAC/CDI Accounts Reporting Tools Tuning Encoder CDI heminger

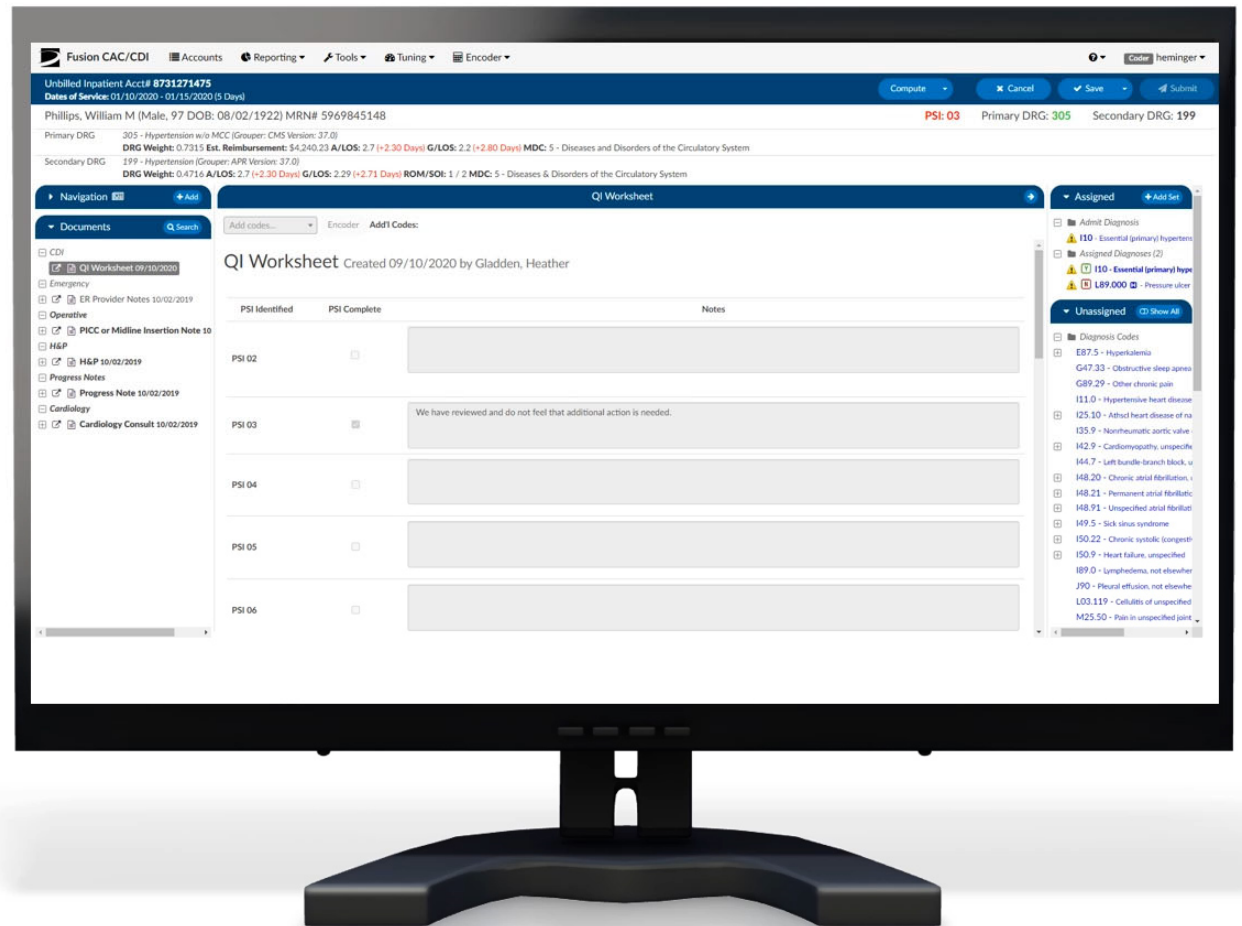
Account List Assigned to: Initial Review 13 Auto-Load Exclude Pended Reasons Reset Filters Refresh Account #

Stage	Account #	MRN	Admit Date	↑ L...	Last Name	First Name	Chart Owner	Routed Reason	Payor	CDI Query Total	Open Queries
Unbilled	6296530563	7903268566	08/20/2020	1	Owens	Marion	ssolich	Chest Pain	Self	0	0
Unbilled	1187358953	4875210624	08/19/2020	2	Smith	Jonathan	ccasto	Change in Mental Status	Blue Cross Blue Shield	0	1
Unbilled	0424301389	5076232847	08/19/2020	2	Hansen	Arnold	heminger	CHF Unspecified	Medicare	0	0
Unbilled	3703733978	0865698302	08/19/2020	2	Pierini	Rose	heminger	Ventilator	Medicare	0	0
Unbilled	9519456855	9273909473	08/19/2020	2	Pieroni	Lou	heminger	Clinical Indicators Malnutrition	Medicare Advantage	0	0
Unbilled	8721270475	2969845148	08/19/2020	2	Taylor	Raymond	heminger	Clinical Indicators of Sepsis	Medicare	2	0
Unbilled	3671751818	9458031094	08/19/2020	2	Dunn	Paul	heminger	Respiratory Failure	Blue Cross Blue Shield	0	0
Unbilled	15832	3973	08/19/2020	2	Courtenay	Hiram	heminger	Operative Report	Aetna	0	0
Unbilled	2678453235	6265040579	08/18/2020	3	Simmons	Mathilda	heminger	Chest Pain	Medicare	0	0
Unbilled	8731270475	5969845148	08/18/2020	3	Phillips	William	ssolich	UTI	Medicare	2	1
Unbilled	8551271422	5969214514	08/18/2020	3	Kowalczyk	Arthur	heminger	Bedside Procedure	Medicare	0	0
Unbilled	7644270435	543444514	08/18/2020	3	Ferguson	Joahanna	heminger	CKD Unspecified	Medicare	2	2
Unbilled	1604019435	6661691873	08/17/2020	4	Danti	Leroy	heminger	Sepsis	Blue Cross Blue Shield	0	0

Displaying 13 of 13 accounts

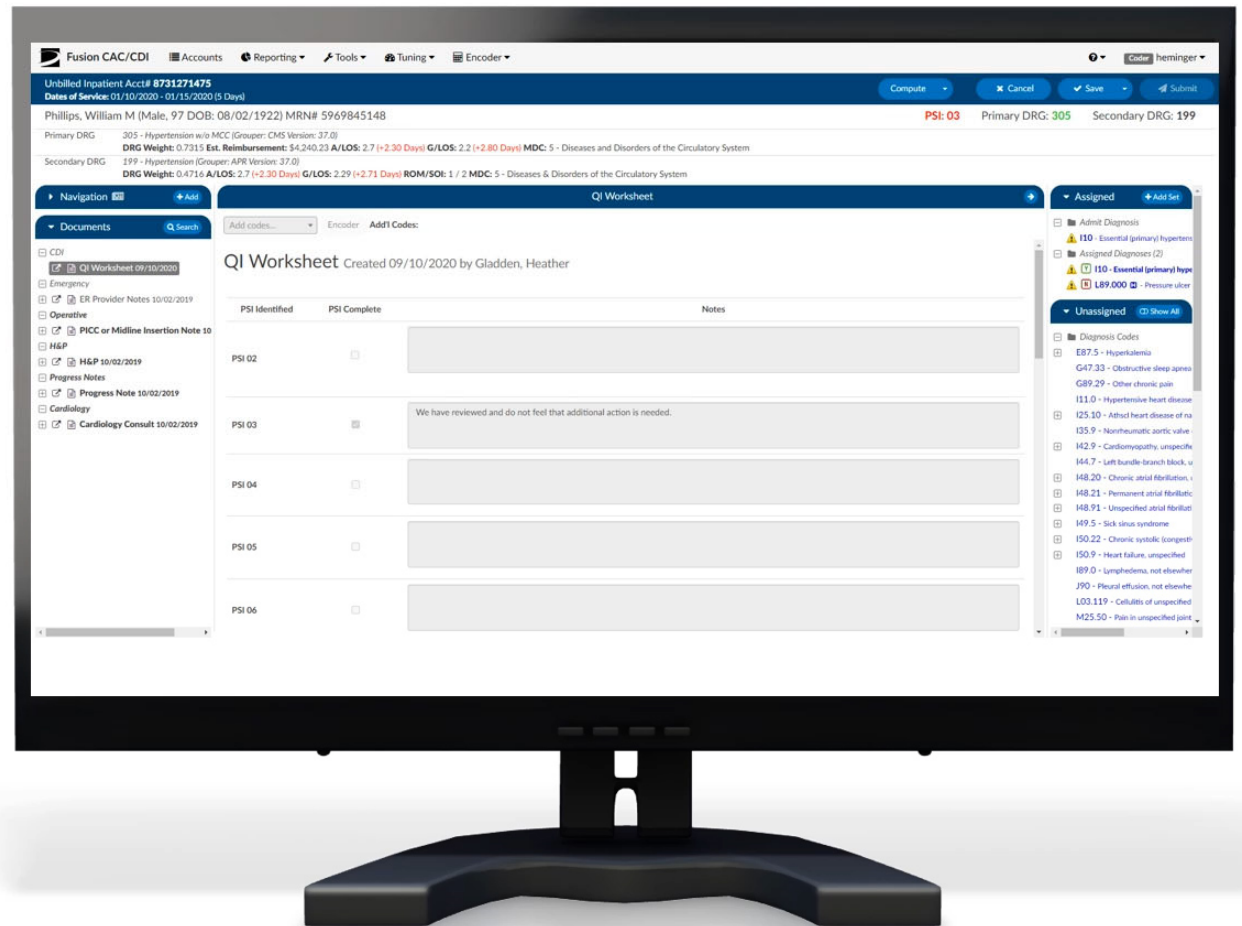


COLLABORATIVE WORKSPACE



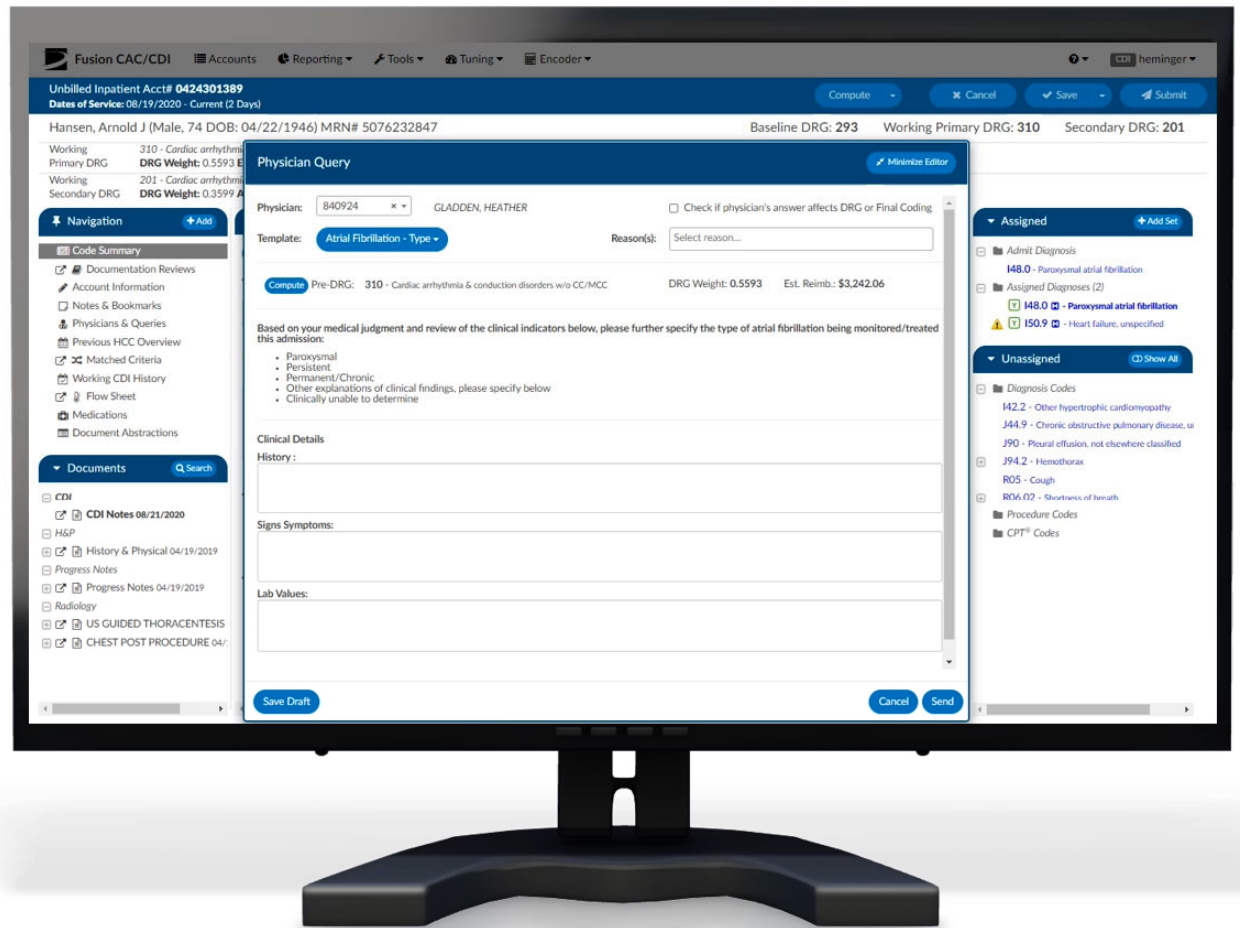


QUALITY INDICATORS





QUERY PLATFORM



Fusion CAC/CDI Accounts Reporting Tools Tuning Encoder

Unbilled Inpatient Acct# 0424301389
Dates of Service: 08/19/2020 - Current (2 Days)

Hansen, Arnold J (Male, 74 DOB: 04/22/1946) MRN# 5076232847

Baseline DRG: 293 Working Primary DRG: 310 Secondary DRG: 201

Working Primary DRG: 310 - Cardiac arrhythmia & conduction disorders w/o CC/MCC
DRG Weight: 0.5593
Working Secondary DRG: 201 - Cardiac arrhythmia & conduction disorders w/o CC/MCC
DRG Weight: 0.3599

Physician Query

Physician: 840924 GLADDEN, HEATHER ☐ Check if physician's answer affects DRG or Final Coding

Template: Atrial Fibrillation - Type Reason(s): Select reason...

Compute Pre-DRG: 310 - Cardiac arrhythmia & conduction disorders w/o CC/MCC DRG Weight: 0.5593 Est. Reimb.: \$3,242.06

Based on your medical judgment and review of the clinical indicators below, please further specify the type of atrial fibrillation being monitored/treated this admission:

- Paroxysmal
- Persistent
- Permanent/Chronic
- Other explanations of clinical findings, please specify below
- Clinically unable to determine

Clinical Details

History:

Signs Symptoms:

Lab Values:

Assigned [Add Set](#)

- Admit Diagnosis
- I48.0 - Paroxysmal atrial fibrillation
- Assigned Diagnoses (2)
- I48.0 - Paroxysmal atrial fibrillation
- I50.9 - Heart failure, unspecified

Unassigned [Show All](#)

- Diagnosis Codes
- I42.2 - Other hypertrophic cardiomyopathy
- J44.9 - Chronic obstructive pulmonary disease, unspecified
- J90 - Pleural effusion, not elsewhere classified
- J94.2 - Hemothorax
- R05 - Cough
- R06.02 - Shortness of breath
- Procedure Codes
- CPT® Codes

[Save Draft](#) [Cancel](#) [Send](#)



MICROSOFT TEAMS INTEGRATION

5:57 4G

Query Helper Bot
Available
Today 5:56 PM

Patient Care Query

Patient Name Walter E Miller
Patient ID 2965345148
Service Date 10/11/2019 5:56:36 PM
Visit # 7731270472
Facility Dolbey North Memorial

Based on your medical judgment and review of the clinical indicators below, please specify the acuity of congestive heart failure being monitored/treated this admission?

- * Acute
- * Chronic
- * Acute on Chronic
- * Other explanation of clinical findings, please specify below
- * Clinically unable to determine

Clinical Details

History :

Signs Symptoms:

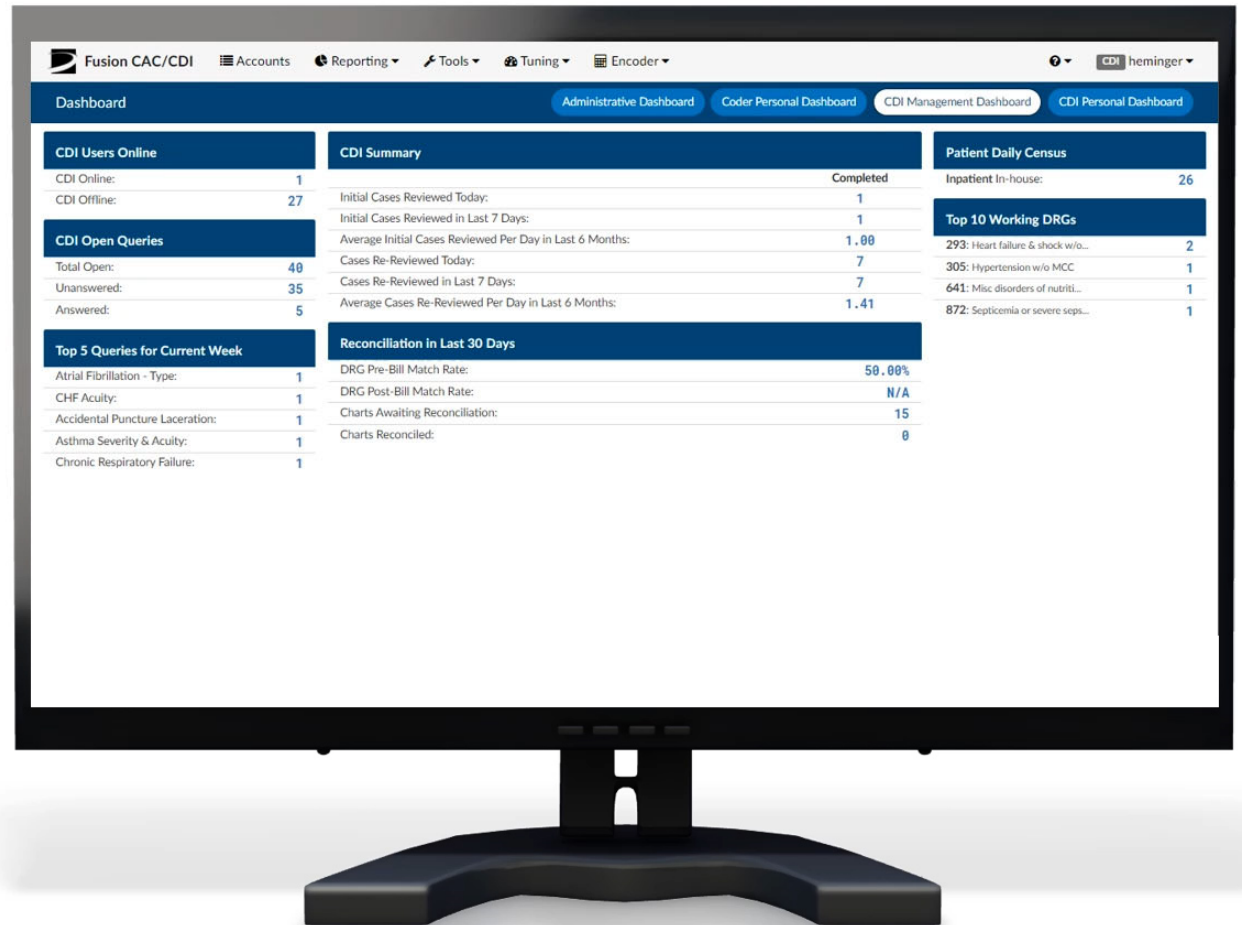
Lab Values:

Your Response

Submit

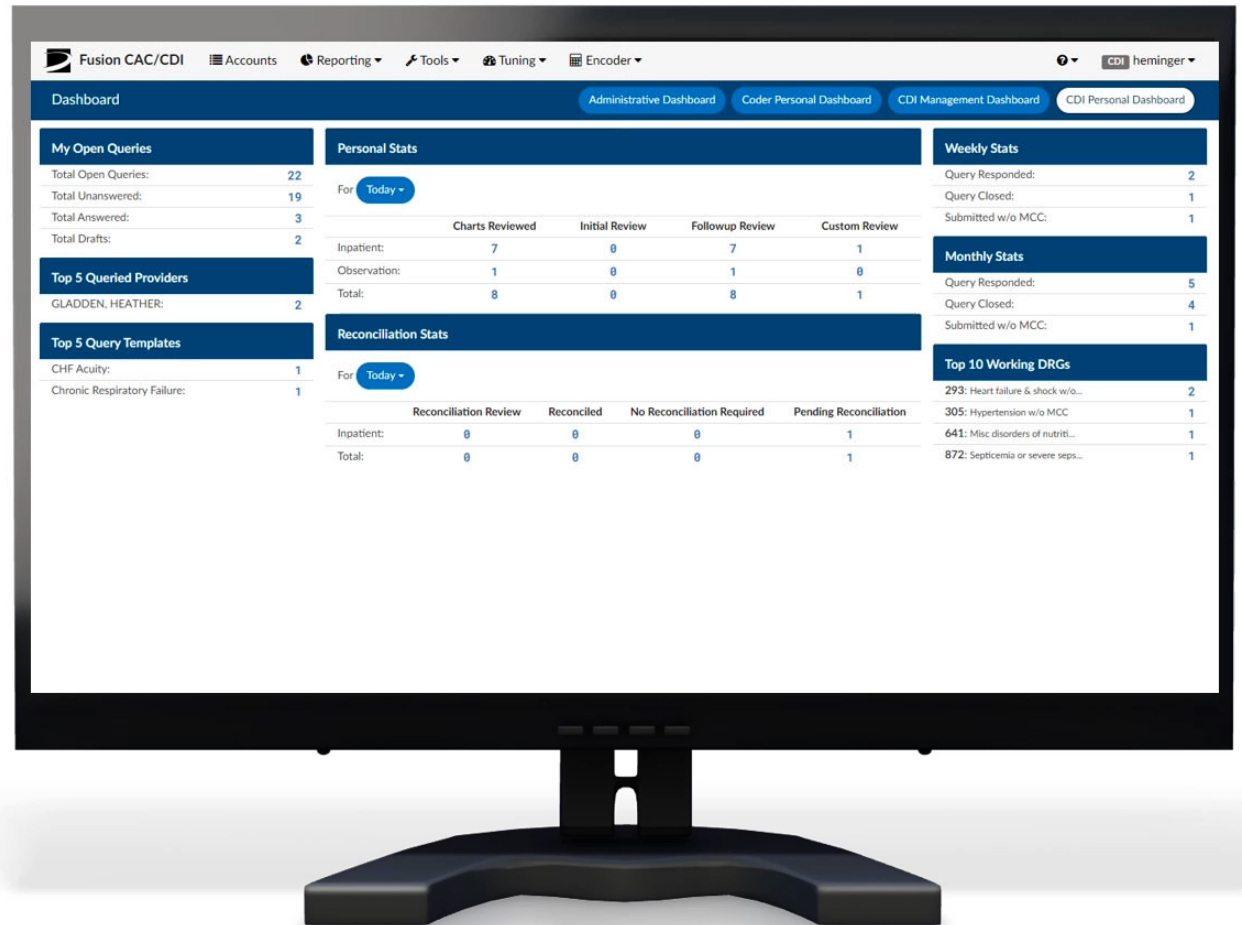


MANAGEMENT DASHBOARDS



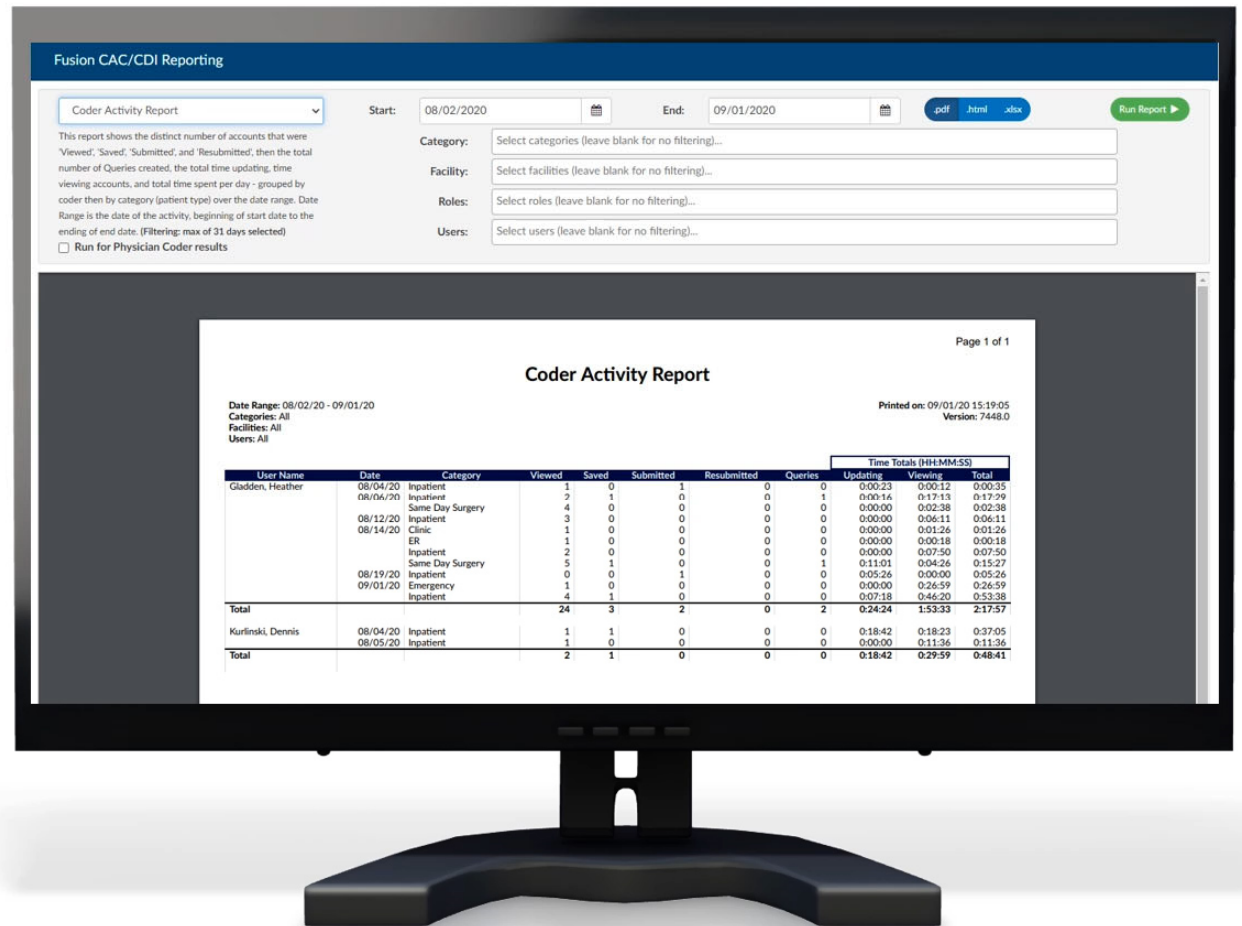


PERSONAL DASHBOARDS





REPORTING



PROVEN RESULTS

- Increased Case Coverage
- Increased Productivity
- Decreased DNFC
- Improved CMI
- Improved Query Response Rates
- Reduced AR Days



BUSINESS CASE

- It Promotes Self-Analysis
- It Results in Problem Solving
- It Makes You Look at the Bigger Picture
- It Teaches

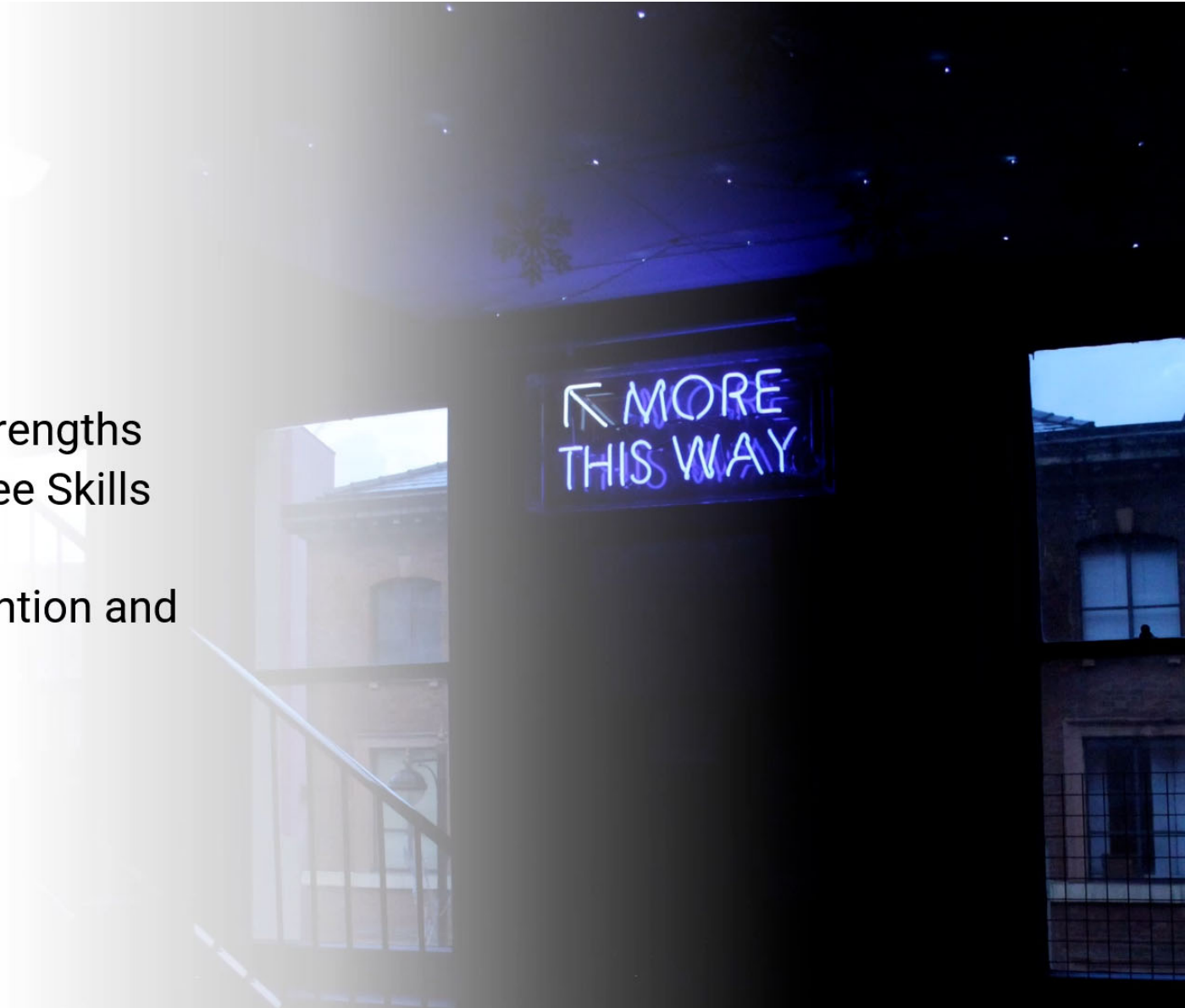


TOGETHER
IS THE WAY

A black and white photograph showing two rows of white letter tiles on a dark, textured background. The top row of tiles spells out the word 'TOGETHER' in a slightly curved arrangement. The bottom row of tiles spells out the phrase 'IS THE WAY', also in a slightly curved arrangement. The tiles are three-dimensional and have a soft shadow on the surface below them.

ADDITIONAL ADVANTAGES

- Pooling of Talent and Strengths
- Development of Employee Skills
- Speed up Solutions
- Enhance Employee Retention and Job Satisfaction



TAKEAWAYS

- Collaboration & Communication is KEY!
- Higher productivity calls for better outcomes in less time!
- Look to technology to help provide the platform for new and improved coding, CDI and quality programs!
- Appropriate reimbursement revenue and value-based care depends on it!










THANK YOU!

FOR JOINING THE PRESENTATION!



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