flourish
CDI IN BLOOM | acdis 2023
MAY 8–11, 2023

Leverage Technology to Improve Mortality Scores and Provide "Best-in-Class" End-Of-Life Care

Kory Anderson, MD, FACP, CHCQM
Medical Director of Physician Advisor Services, CDI & Quality
Intermountain Health
Canyons/Desert Regions

Taki May, MD, FACP, CHCQM
Physician Advisor Services Educator Lead
Intermountain Health
Canyons/Desert Regions

hcpro

1

acdis

Presented By

- **Kory Anderson, MD, CHCQM, FACP,** is the medical director for Intermountain Healthcare's physician advisor services (IPAS) and CDI team. He also functions as the interim quality medical director. His accountability in these roles includes physician utilization review, CDI, physician education, denials and appeals work, and quality oversight. Anderson has worked at Intermountain Healthcare for 14 years and continues to practice as a hospitalist at one of Intermountain's trauma facilities. He has been involved with the IPAS program since 2012, helping build the program to its current state of 30 physicians and 45 nurses.

2

2

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Presented By

- **Takiko May, MD, CHCQM, FACP,** is a practicing hospitalist with 20 years' experience and is currently a part-time nocturnist at Logan Regional Hospital in Logan, Utah. She joined the Intermountain physician advisor services team as a CDI physician educator in 2015 and currently leads the education team of 10 physicians in the Canyons region of Intermountain Healthcare, supporting documentation education needs for physicians and APPs in 24 hospitals. This work dovetails with her concurrent work in appeals and denials, as accurate documentation is critical in reducing medical necessity denials. She is passionate about creating an accurate patient record that reflects the acuity of the individual's health.

Learning Outcomes

- At the completion of this educational activity, the learner will be able to:
  - Understand why quality outcomes data is important in the marketplace
  - Explain what the observed and expected metrics are in mortality risk adjustment
  - Illustrate Intermountain Health's use of technology to improve mortality

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Intermountain Health

5

5

Intermountain Health

Intermountain Physician Advisor Services (IPAS)

Est. 2010

- Acute CDI
  - Concurrent Coding
- MD Utilization Review
- Provider Education
- Appeals and Denials

6

6

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Intermountain Heath – Office of Patient Experience

SYSTEM FUNCTIONS

- Safety and CRM
- Quality
- External reporting
- Patient advocacy
- Experience of care
- Physician & APC experience
- Infection prevention
- Antibiotic stewardship
- Clinical Data management
- Regulatory affairs
- Physician advisory services

System functions are locally and centrally deployed

Physician advisory services →

Four Divisions:

- Appeals and Denials
- Utilization Review
- Provider Education
- Clinical Documentation Integrity

7

7

Physician Advisor Impact on Patient Experience

8

8

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Measures

LEAPFROG
HOSPITAL
SAFETY GRADE

healthgrades.
How America finds a doctor.

vizient.

9

9

Rankings

System 2018

Overall Percentile Ranking

Domain Percentile Ranking

Domain (Q&A We..	Top Decile
Efficiency (10%)	41st
Mortality (25%)	47th
Patient Centeredness (15%)	56th
Safety (25%)	60th
Effectiveness (20%)	92nd

Selected Percentile Rankings

Domain	Measure	Top Decile
Safety	PSI-09 O/E*	0th
Mortality	Mortality O/E - Cardiology	19th
Patient Centeredness	Pain	20th
Mortality	Mortality O/E - Surgery General	50th
Mortality	Mortality O/E - Gastroenterol.	44th

10

10

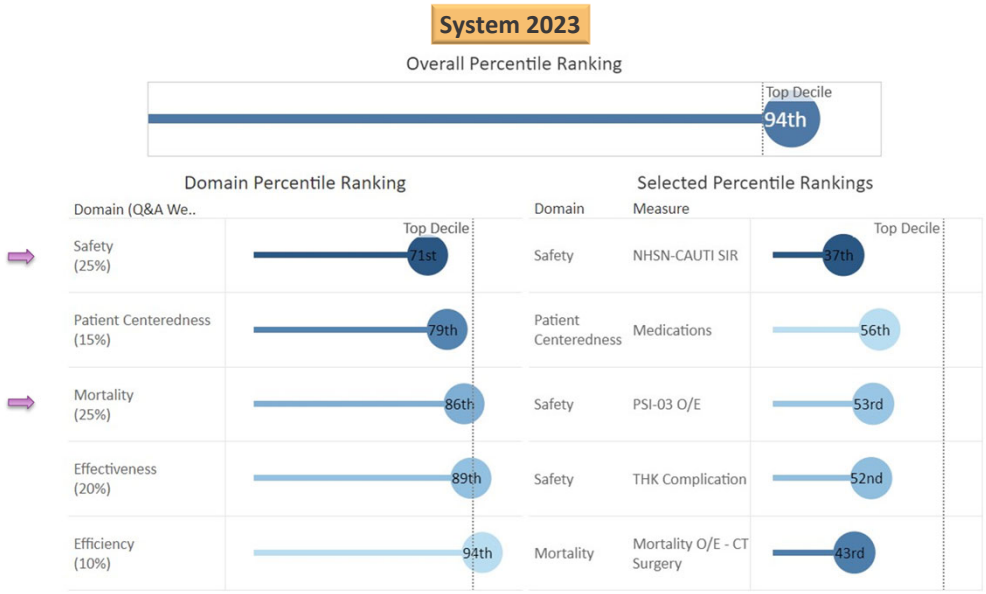
Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

IPAS Journey

11

11

Rankings



12

12

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Mortality Risk Adjustment

Observed

- Actual number of deaths
- Care delivery
- Augmented intelligence

Expected

- Clinical acuity
- Severity of comorbidities
- Augmented intelligence

13

13

Mortality Opportunity Evaluation

Identified 136 early death cases

Accounts reviewed for trends

Three diagnoses common: strokes, traumas, head bleeds

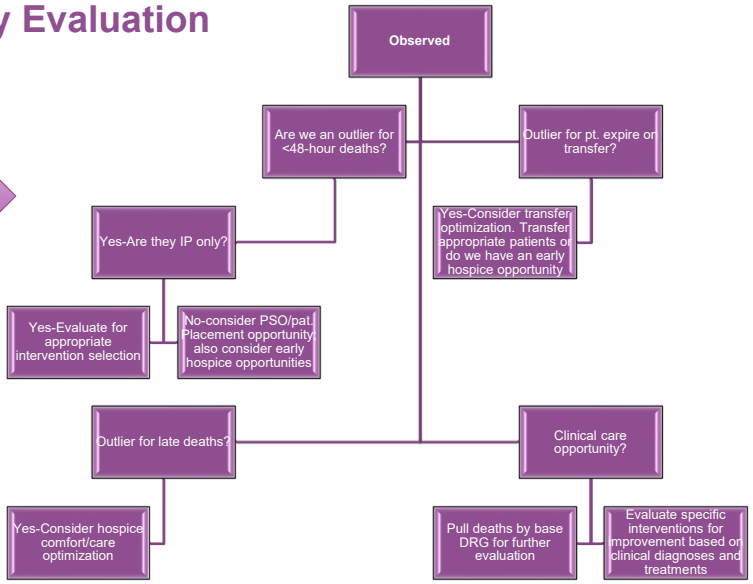
14

14

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Mortality Opportunity Evaluation

Determine if the metric is an O or E opportunity based on benchmarking

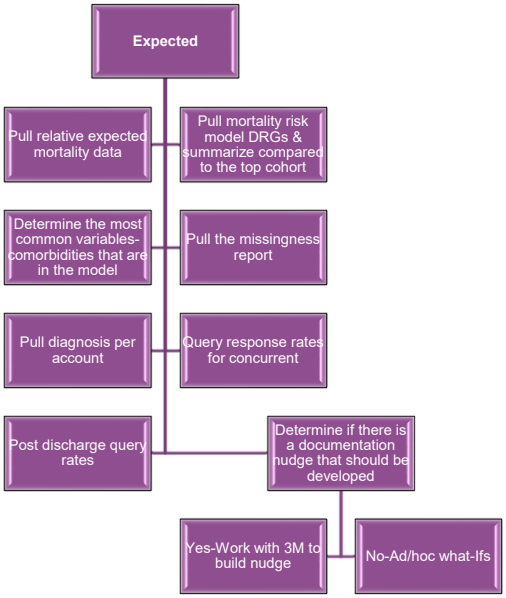


15

15

Mortality Opportunity Evaluation

Determine if the metric is an O or E opportunity based on benchmarking

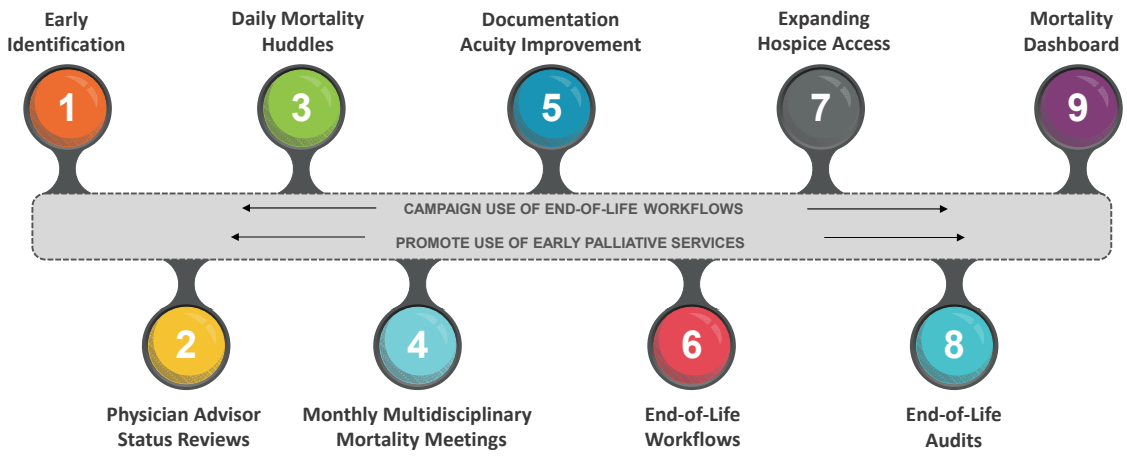


16

16

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

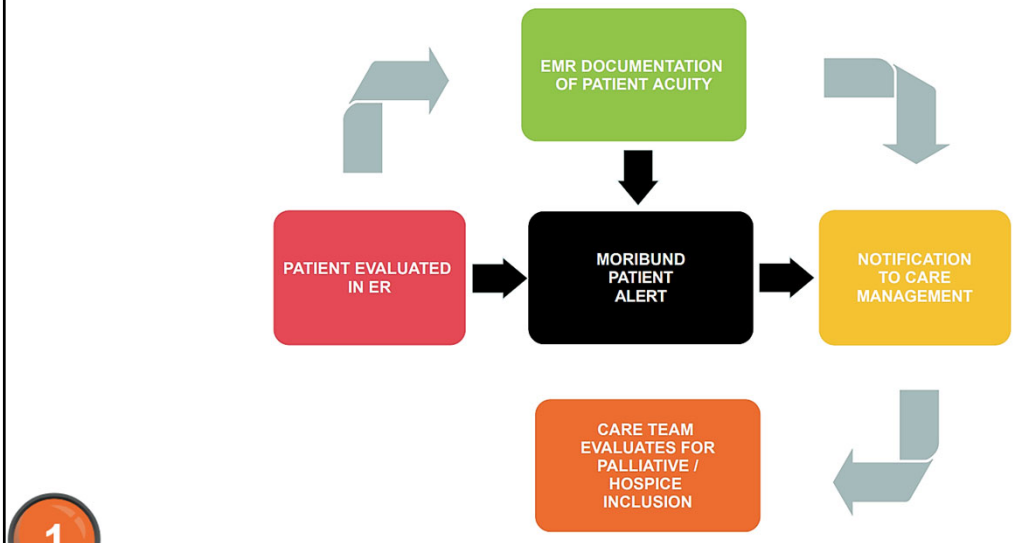
Mortality Strategy – Enhanced by Technology



17

17

Early Identification



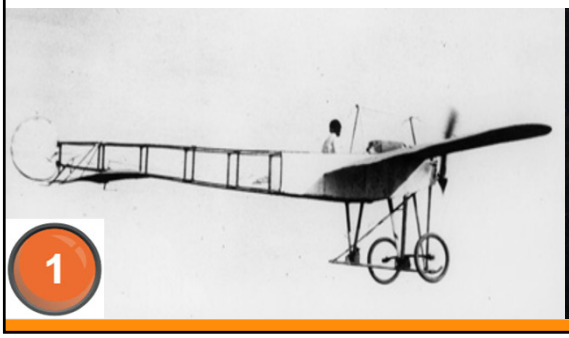
18

18

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Future Direction

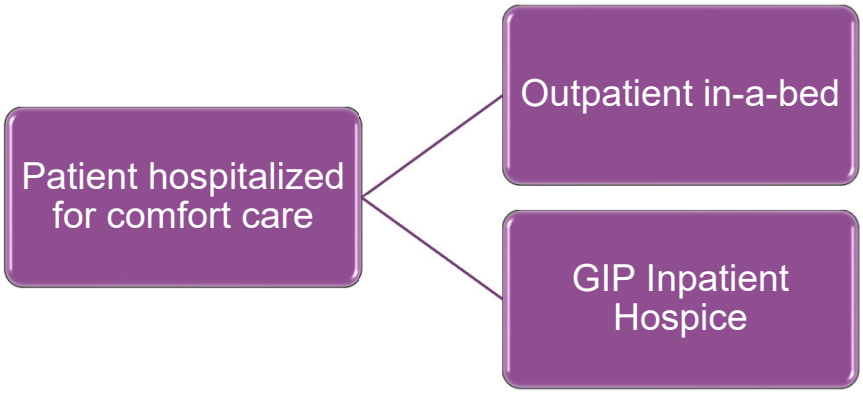
- AI derived scores to predict early mortality
- Helping drive appropriate levels of care



1

19

Physician Advisor Status Reviews



2

20

20

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Daily Mortality Huddles

- Technology Triggers
  - Moribund
  - Poor prognosis
  - Terminal care
  - Comfort measures
  - Comfort care only status
  - Comfort care management
  - Allow natural death
  - Do not resuscitate-do not intubate
  - End stage
  - Look at trends of hospice referrals

3

21

21

Monthly Mortality Meetings

- Look at trends of hospice referrals
- What improvements can be made
- Education needs
- Are the patients being looked in a timely manner?

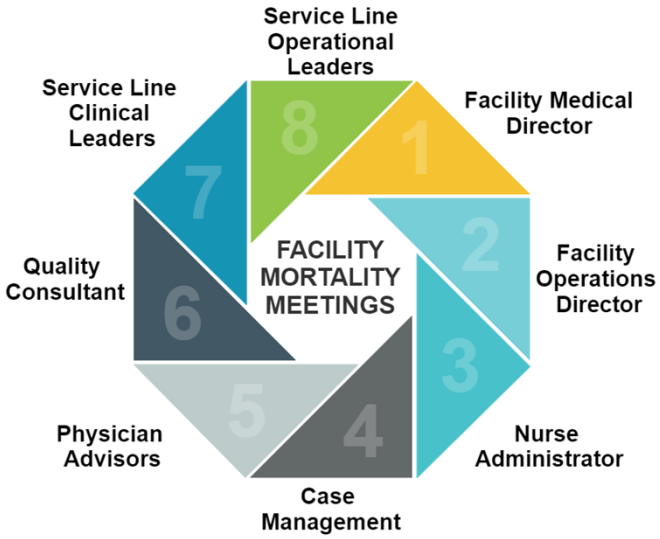
4

22

22

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Documentation Acuity Improvement – Physician Leader Champion



5

23

23

Documentation Acuity Improvement – Physician Leader Champion

- Functions:
  - Promotes the importance of the program
  - Hosts regular meetings with service lines and facility medical directors
  - Advocate for engagement in CDI workflows

5

24

24

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

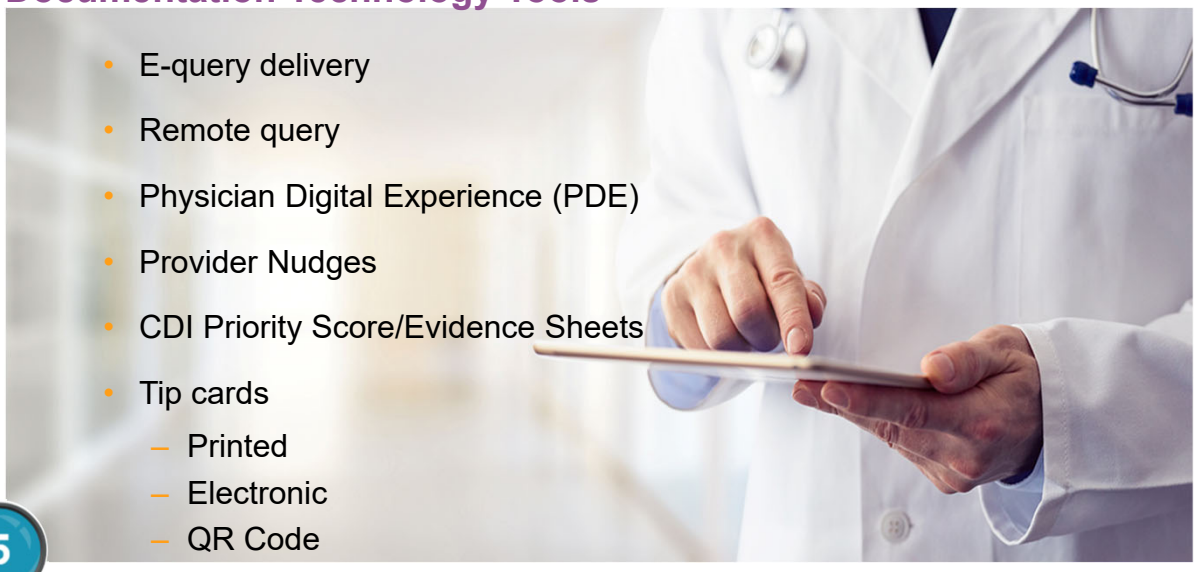
Documentation Acuity Improvement – Physician Leader Champion

5

25

25

Documentation Technology Tools



- E-query delivery
- Remote query
- Physician Digital Experience (PDE)
- Provider Nudges
- CDI Priority Score/Evidence Sheets
- Tip cards
  - Printed
  - Electronic
  - QR Code

5

26

26

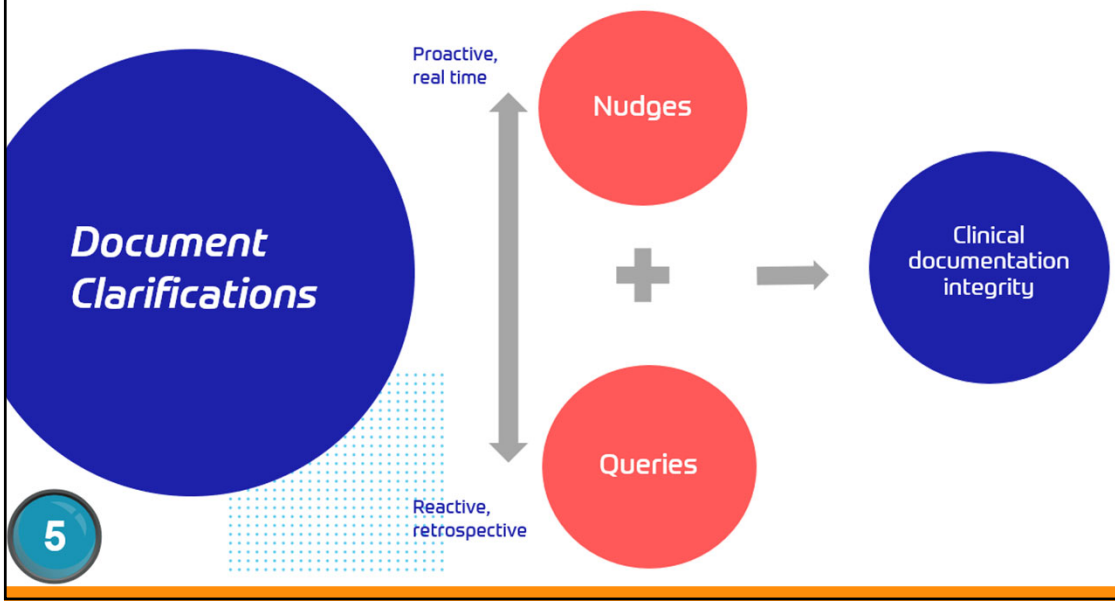
Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Documentation Acuity Improvement - Nudges

Nudge Concept	Medicine	APPs	Cardiology	Intensivists	CV Surgery	Surgery	Neurology	Neurosurgery	Trauma	Orthopedics
Fluid and Electrolytes Disorders	Y	Y		Y					Y	
Brain Hemorrhage	Y	Y		Y			Y	Y	Y	
Atrial Fibrillation	Y	Y	Y	Y			Y		Y	
COPD	Y	Y	Y	Y	Y	Y				
Encephalopathy	Y	Y		Y	Y		Y	Y		
Heart Failure Etiology	Y	Y	Y	Y	Y					
CKD	Y	Y	Y	Y	Y					
Malnutrition	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Respiratory Failure	Y	Y	Y	Y			Y			
MRSA/MSSA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Metastatic Disease	Y	Y	Y	Y			Y			
Debridement						Y				
Leak						Y				
Diabetes	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Hypertension									Y	

Similar benefit to 5 manual review FTEs!!!

Documentation Acuity Improvement - Nudges



Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

76 y/o female w/ endometrial cancer comes to ED w/ N/V associated with chemotherapy and chronic cough. WBC 0.6, Neutrophil 400, Hgb. , Plt. 63, Na^+ 150, K^+3, UA 4^+bacteria, CXR multifocal infiltrates. PSO for Inpatient. Becomes tachycardia, tachypneic, requiring O_2 via NC, decrease LOC, CT shows saddle PE. While returning from her CT she became acutely hypoxemic then hypotensive. Consultation with family who requests no further interventions and comfort care only.

Initial H&P	Potential Impact
Endometrial cancer	Endometrial cancer with metastatic Adenocarcinoma to lungs
Vomiting	Nausea and vomiting
Dehydration	Dehydration
Pneumonia	Cachexia
Pulmonary Embolism	Hypernatremia
Low platelets	Hypokalemia
	Severe malnutrition
	Bacterial sepsis due to aspiration pneumonia
	Saddle PE with acute Cor Pulmonale
	Hypercoagulable state d/t cancer
	Acute hypoxemic respiratory failure
	High anion gap metabolic acidosis
	Pancytopenia d/t chemo
	Admit from Care Center

29

29

Initial H&P

LOS
Expected: **3.7 Days**
Actual: **1 Day**

SOI/ROM
2/2 (Moderate)

Observed/Expected
Healthier appearing patient expired under our care in the hospital

Potential Impact

LOS
Expected: **4.2 Days**
Actual: **1 Day**

SOI/ROM
4/4 (Extreme)

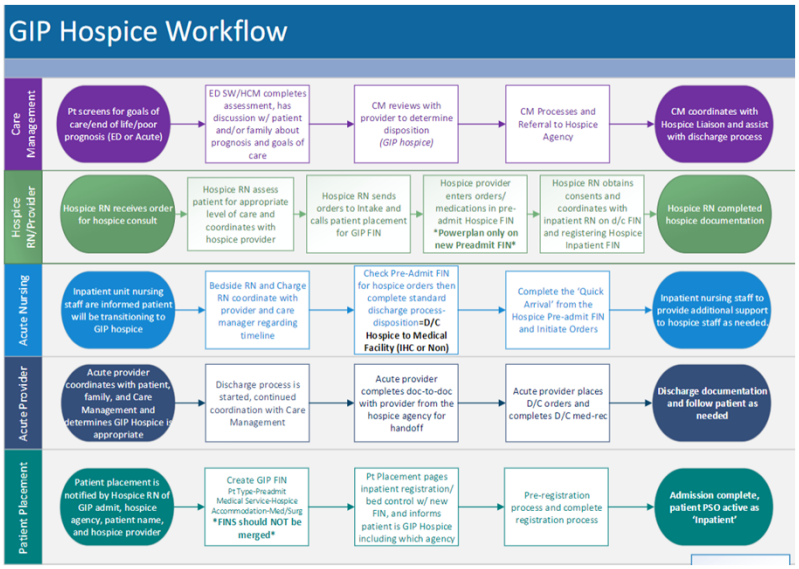
Observed/Expected
Complicated patient with metastatic cancer expired; hopefully, at home with family

30

30

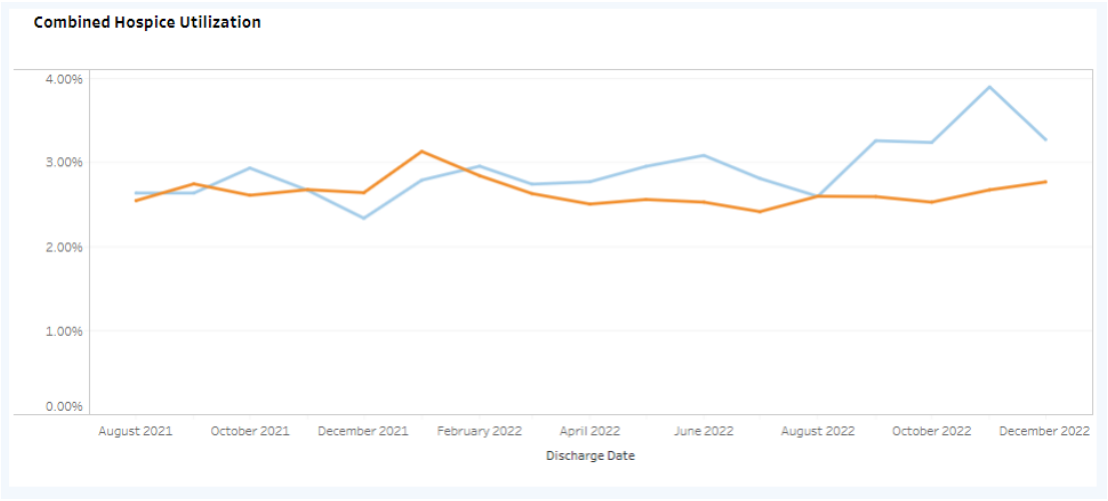
Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

End-of-Life Workflows



6

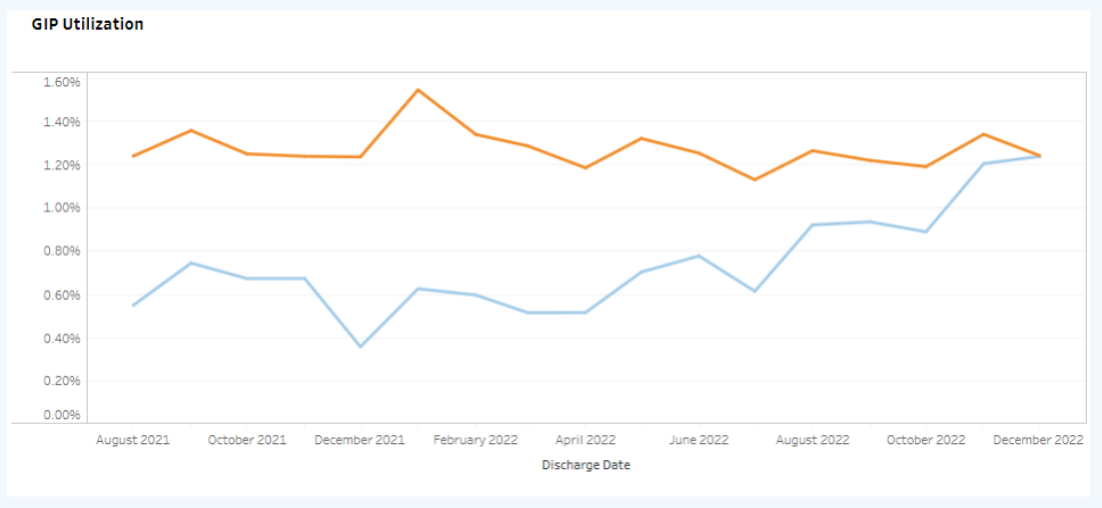
Expanding Hospice Access



7

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Expanding Hospice Access



7

33

33

End-of-Life Audits

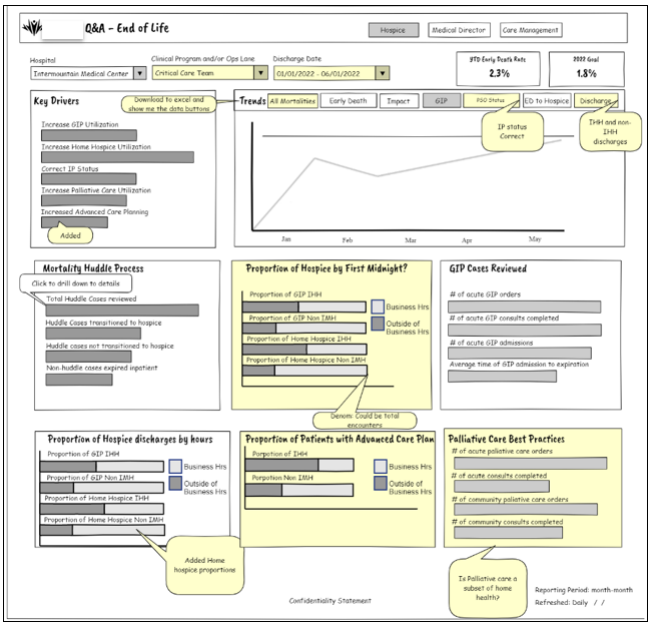
8

34

34

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

End-of-Life Dashboard



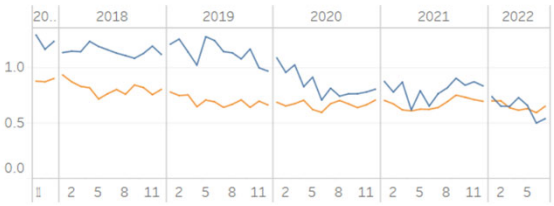
9

35

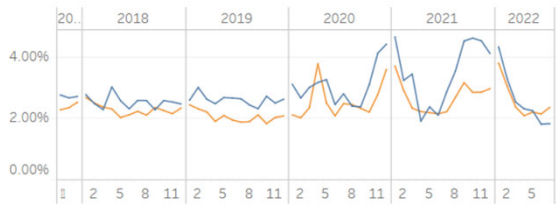
35

Tracking Success

Mortality Index

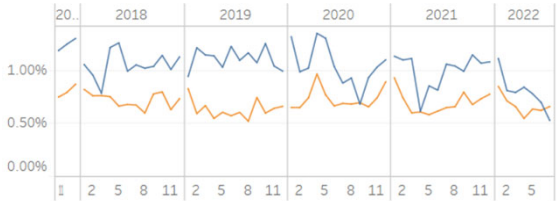


Mortality Observed



Mortality Expected

Early Deaths



36

36

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.

Provide the **Right Care** for the **Right Patient** at the **Right Time** in the **Right Location**

- Use data to define the problem
- Create a structure to support the work
- Use technology to simplify the workflow
- Track, trend, and share data

Shifting a culture takes time and effort

37

37

flourish
CDI IN BLOOM | acdis 2023

Thank you!

Kory.Anderson@imail.org, *Taki.May@imail.org*

In order to receive your continuing education certificate(s) for this program, you must complete the online evaluation. The link can be found in the continuing education section of the program guide.

38

Copyright 2023, HCPro, a division of Simplify Compliance LLC and/or the session speakers. All rights reserved. These materials may not be copied without written permission.