



How to Implement Centralized Coding: A Case Study

National Association for Home Care – 2015
Session 501

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Objectives

- Identify key points for vendor evaluation
- Describe steps of an implementation plan
- Identify ways to prevent and overcome objections



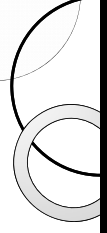
Identify Goals?

- Internal V/S Vendor
- Clinical vs Non-clinical
- 100% or fill in
- What items do you want reviewed
 - Coding Only
 - OASIS Review
 - Time Points
 - STAR Ratings
 - Value Based Purchasing




Request for Proposal

- Volume
- Vendor description
- Qualifications
- Integration
- Service level standards
- Quality assurance
- Hardware, software and security
- References
- Pricing



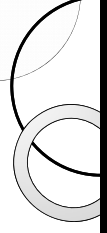
Vendor description

- How long in business
- Number of customers
- Number of coders
- Only business line




Qualifications

- Recruitment and hiring
- Training
- Composition



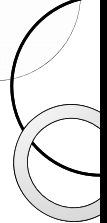
Integration

- Standard implementation plan
 - Modifications needed
- Lead or follow



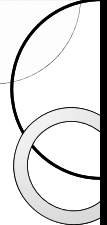
Service Level Standards

- Hours of operation
- Turn around time
- How handle questions



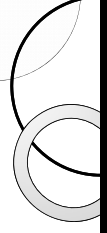
Quality Assurance

- Process to evaluate coders
- Inter-rater reliability
- Corrective action plan




Hardware, Software, and Security

- Hardware
 - Access your system
- Software
 - Previous Experience with EMR
 - Internal system of tracking
- Security
 - Email securely



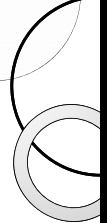
References and Pricing

- References
 - Close to your size
- Pricing
 - Multiple options
- Customer service



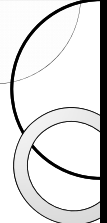
Steps of An Implementation Plan

- Assess current processes
- Prioritization
- Communication plan
- Training
- Implementation
- Evaluation



Assess Current Processes

- Referral process
 - Do you get H&P on each patient?
- What is the process for getting diagnoses confirmed?
 - Prescriptions
 - Verbal confirmation



Assess Current Process

- Documentation
 - Is your documentation clear?
 - Clinical Summary
 - Focus of care
 - Supporting clinical information
 - Medical history
 - Other significant diagnoses
 - Physical documentation



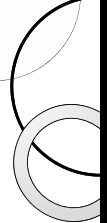
Assess Current Process

- Timing Affects Days to RAP
 - In what stage of SOC review at the branch do you insert a coding review?
 - Is there an centralized OASIS review?
 - How many times will a clinician need to revise a documents?
 - Defining clear documentation of recommended OASIS and coding changes.



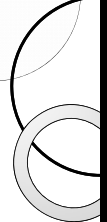
Prioritize Tasks

- Multiple locations?
- Determining who goes 1st, 2nd, 3rd?
- Convert by agency or by clinician
- **Conversion date**



Communication Plan

- Area leadership first
- Agency leadership second
 - They will help guide
- Plan
 - Why
 - Benefits
 - Schedule



Training

- New process/culture shift
- Turn around time
 - Establish timelines for responding to questions
 - Reinforce timely submission of “paperwork” from clinicians
 - Define timeframe for coders



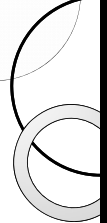
Training

- Internal quality assurance
 - Clearly define the new QA process
 - Specific tasks per position
 - Clinical management at the branch V/S coder
 - QA review v/s coder review
- Structure Implementation
 - Weekly regional/branch calls to mitigate concerns
 - Formative evaluation ongoing



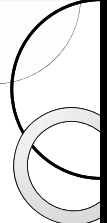
Formative Evaluation: Identify, Prevent & Overcome Objections

- Who currently does your coding?
 - Level of expertise
 - Level of contact with branch staff
- What is the normal variance?
 - Error rate
 - Field feedback
- Scheduled touch points



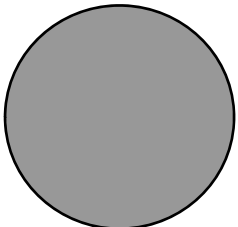
Who Does the Coding Now?

- Internal branch staff?
- Internal regional staff?
- Clinicians

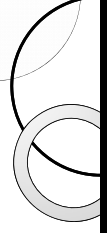


Normal Variance

What color is this?




- A. Periwinkle
- B. Lilac
- C. Lavender
- D. Violet



Communication is Key

- Schedule touch point calls
- Review a difficult patient
- Establish coders credibility
- Encourage questions
- Learning opportunity



Reporting

- Determine needs
 - Days to code
 - Records on hold
 - Changes in HHRG/Case Mix Weight
- Frequent follow up

Lessons Learned

- Internal staff
- Vendor performance
- Branch operations impact
 - Days to code
 - Records on hold

Preliminary Outcomes

- CMW National Impact over Baseline

CMW May	CMW June
0.01	0.02

