

# CLINICAL DOCUMENTATION IMPROVEMENT (CDI) SERVICES



## The Strategic Importance of Clinical Documentation Improvement

Healthcare market pressures demand that hospitals and provider networks must automate and more accurately capture increasing amounts of clinical documentation – while physicians and care providers are finding less time to document, and HIM and Admissions professionals wrestle with changes such as ICD-10, POA, and other issues. Providers that fail to manage these demands will experience:

- *Reduced reimbursement and degraded financial performance through inaccurate Case Mix Index (CMI)*
- *Poor Accreditation and Quality Audit results or low scores with other comparative scorecards (HealthGrades, HospitalCompare)*
- *Increased labor costs*
- *Potentially compromised patient care*



A targeted CDI Program helps providers by more accurately capturing the acuity of care encounters, but CDI Programs can be resisted by clinicians if not well implemented. To ensure adoption, a CDI initiative must address 4 key requirements:

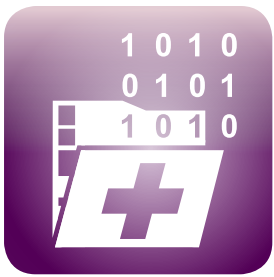
1. Support delivery of quality patient care while addressing continually expanding legal and regulatory documentation standards
2. Avoid obstructing physician and other care provider workflows, yet still record accurate and compliant documentation that is captured at the point of service
3. Reflect accurate severity of illness (SOI) & risk of mortality (ROM) information while driving appropriate and efficient coding for reimbursement during the transition to ICD-10.
4. Support automated capture of timely and accurate statistics on expanding quality indicators, while mitigating risk exposure during regulatory and legal reviews.



Jacobus Consulting is a leading process improvement & healthcare IT services firm that assists providers to reach clinical transformation, optimize financial results, & improve IT performance. We combine strategic thinking, operational and patient care knowledge, process best practice, project excellence, & systems expertise to empower efficiency gains in healthcare delivery. Our HIM Department services include: Clinical Documentation Improvement, ICD-10 Implementation, Coding Quality, Compliance, Education & Outsource, EHR Audits, Temporary HIM Staffing, Scanning & Workflow Redesign, MPI Clean-up, DNFB Management, and HIM Systems Implementation. For over a decade across North America we have been *Advancing Healthcare Together.*

For more information please contact us at our website, [www.jacobusconsulting.com](http://www.jacobusconsulting.com)

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## About Jacobus Consulting

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## The Jacobus Approach to CDI

Jacobus Consulting has successfully delivered CDI Programs that address the four key requirements and that typically encompass 2 stages of implementation: 1) initial retrospective review - often practical for providers who have not yet implemented documentation improvement program, and 2) point of service documentation review - while the patient is still in the hospital. This latter stage establishes structures for ongoing provider education, monitoring and oversight and will drive continual documentation improvement.



Jacobus CDI Programs are tailored for a health system's specific situation and are designed to gain support of physicians and other care providers. The program may be expanded to address clinics, employed and non employed physicians, and improved coding and billing. Our CDI Programs provide the education and tools that meet expanded documentation scope and standards demanded by ICD-10 CM/PCS.

## Jacobus CDI Program Services Include:

- **CDI Assessment** - Initial analysis of coded medical record data to identify needs for documentation improvement. The analysis also identifies other issues such as pre-admission review, denials management, case management and use of observation services.
- **CDI Re-Assessment** - Outside review of an existing CDI program to identify what is working well, as well as suggestions for enhancement with a view toward ICD-10. This can include planning for expansion to encompass physician provider services.
- **CDI Program Implementation** – Implementation of a complete, facility specific CDI Program.
- **Advanced Clinical and EMR HCIS System Enhancements and Audit** – including system screen and query modifications and enhancements to data structures for compliance with ICD-10 requirements. Audit includes analysis of current EMR implementations for Meaningful Use compliance, Legal Record compliance, ability to support multiple clinicians and “tell the patient story”, support for Quality data requirements, HCIS system usability.
- **Clinical Documentation Specialist Education and Shadowing** - A comprehensive CDS education program with on-unit real time education.
- **Physician Specialty Specific CDI Training** – Ongoing training and everyday tools to assist physicians with ICD-10 CM and ICD-10 PCS specific documentation requirements.

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