3M™ Clinical Documentation Improvement for Small Hospitals

- Achieve appropriate reimbursement with cost-effective clinical documentation improvement (CDI)
- Train physicians and CDI specialists on documentation requirements to reflect profiles and quality metrics
- Improve concurrent review process in ICD-10 using automated CDI software

The 3M advantage for small hospitals

The 3M™ DRG Assurance™ Program has served thousands of 3M clients, typically providing a two to four percent improvement in case mix index. By adding the 3M™ Clinical Documentation Improvement (CDI) System for Small Hospitals—software to identify compliance risks, frequently missed concepts, and issues with working DRGs—these organizations can sustain their improvements.

Now focused on small hospitals, 3M Consulting Services combines its expertise and CDI software to meet the documentation challenges and budgetary constraints of rural and community hospitals.

Small hospitals: Squeezed from all sides

Over 2,000 small, rural and community hospitals act as primary care facilities to over 70 million people living in widely varied geographical areas of the U.S. Many rural hospitals struggle to keep up with changing Medicare and Medicaid reimbursement levels, costly technology investments to satisfy meaningful use (MU), an influx of uninsured or under-insured patients, and personnel shortages.

Clinical documentation accuracy and completeness, coding productivity and clean claims are critical for all hospitals, but especially so for small hospitals, where every dollar counts. The financial picture becomes very clear when MEDPAR data is analyzed.

The sample chart below shows the potential financial opportunity for a small rural hospital as identified from its 2012-2014 MEDPAR data. This small hospital has more than a million dollar opportunity*, which continues to grow year over year. This indicates the need to better capture complications and co-morbidities. When 3M clients implement a good CDI program or revitalize a lagging one, they typically realize 65-75 percent of the identified opportunity.

*This is not a guarantee of results; actual results depend on the organization. Please note that these calculations are based on Medicare patient population only. No other payer considerations are made in this calculation. Financial opportunity per case is based on a 65% realization.
Good news for small hospitals

3M Clinical Documentation Improvement (CDI) for Small Hospitals is a program that combines consulting, training and software, all designed to improve inpatient and outpatient record documentation. The program establishes a coordinated, systemic process that helps a concurrent review team to strengthen communication between caregivers, physicians, and coding professionals.

When a physician responds to clinically-driven questions from a well-trained review staff before the patient's discharge, more specific documentation is captured. 3M CDI for Small Hospitals also helps educate appropriate staff members on the complexities of ICD-10 and selected high-volume diagnoses and procedures, so your documentation includes the required specificity.

Take control of your CDI process

3M CDI for Small Hospitals prepares clinical reviewers to perform physician queries that fully capture the patient's severity of illness and risk of mortality. The program incorporates the knowledge of highly-trained 3M experts, such as clinically experienced RNs, physicians, credentialed HIM professionals, and financial and reimbursement experts.

How it works

Phase 1: Planning. In the initial phase, 3M consultants assess case management, utilization review, quality management and HIM functions, including staffing. 3M also works with your organization to obtain executive level and physician support. Following their assessment, 3M consultants create a custom implementation plan for your hospital.

Phase 2: Physician and staff training. This comprehensive educational phase includes core classroom and “on-unit” clinical training of the concurrent review team and coding staff. Physician and ancillary department education is provided at the specialty level and focuses on key concepts related to the services. The training phase reviews ICD-10 requirements, methodologies and focused documentation needs for selected ICD-10 diagnoses and procedures. During training, 3M consultants focus on:

- Physicians—3M consultants provide orientation and training to physicians, so they become more cognizant of overall documentation requirements, understand the requirements for their specialty, and are better equipped to respond to queries with professional judgment and applicable standards. This focus also facilitates training for more accurate documentation in their practices.
- Case management, utilization review, HIM and quality management—3M consultants provide comprehensive documentation improvement education in accordance with the Centers for Medicare & Medicaid Services (CMS) rules and regulations. Processes are implemented to support concurrent review, and effective communication skills are taught to the documentation review team.

Phase 3: Follow-up and performance monitoring. As part of the project, 3M Consulting Services monitors financial and outcomes data reporting for at least a year, using tracking software to measure process success factors. Besides monitoring, 3M provides a focused, onsite followup review to “fine tune” the process, refresh any weak points in the knowledge base, and further strengthen the acceptance of the process improvements by everyone involved in patient record documentation. Ongoing ICD-10 education is also provided in the 3M Consulting Services’ DRG newsletter.

Also included: Right-sized 3M CDI software

3M CDI for Small Hospitals incorporates proven technology to provide ongoing support for the documentation improvement process. 3M installs the 3M™ CDI System for Small Hospitals as an automated, concurrent review tool to provide clinical documentation guidelines interactively. This 3M CDI software also integrates with the 3M™ Coding and Reimbursement System, using enhanced clinical documentation guidelines.

Call today

For more information on how 3M products and services can assist your organization, contact your 3M sales representative, call us toll-free at 800-367-2447, or visit us online at www.3Mhis.com.