



3M™ DRG Assurance™ Program

- Identifies strategies to more accurately and completely capture a patient's severity of illness and risk of mortality in clinical documentation
- Improves communication and teamwork between physicians, case managers, utilization review, quality management, and HIM staff
- Sustains financial and quality improvements through the use of leave-behind software that automates the concurrent review process

The 3M advantage

The **3M DRG Assurance Program** can help increase an organization's case mix index by **two to four percent*** through improved accuracy in clinical documentation.

As a result, 3M clients typically realize a **4:1 financial return** in the first year of the program.*

On-site consulting

The **3M DRG Assurance Program** from 3M Consulting Services is designed to improve inpatient record documentation by establishing a coordinated, systemic process that uses a concurrent review team to strengthen communication between caregivers, physicians, and coding professionals. More specific documentation can be captured when a physician responds to clinically driven questions from a well-trained review staff before the patient's discharge.

The 3M DRG Assurance Program:

- Prepares clinical reviewers to perform physician queries to fully capture the patient's severity of illness and risk of mortality
- Incorporates the knowledge of highly-trained 3M experts, such as clinically experienced RNs, physicians, credentialed health information professionals, and financial and reimbursement experts

As part of the program, 3M consultants focus training efforts on:

- **Case management, utilization review, health information management and quality management**—3M consultants provide comprehensive documentation improvement education in accordance with the Centers for Medicare and Medicaid Services (CMS) rules and regulations. Processes are implemented to support the concurrent process, and effective communication skills are taught to the documentation review team.
- **Physicians**—3M consultants provide peer-to-peer orientation and in-service training to physicians. Once this training is complete, physicians are more cognizant of overall documentation requirements as well as the requirements for their specialty, and they are better equipped to respond to queries with professional judgment and applicable standards.

*These figures are based upon an average of the results achieved by 3M DRG Assurance Program clients.



3M™ DRG Assurance™ Program

3M DRG Assurance is conducted in three phases:

- **Phase 1: Assessment**

This phase combines chart reviews and interviews to provide an assessment of the documentation, coding, and physician review processes. At the completion of this phase, 3M provides an estimated return on investment and impact to the facility's outcomes data.

- **Phase 2: Staff and physician training**

This comprehensive education phase includes the 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 is focused on key concepts related to their services. Processes are also implemented to support and maintain success with the program.

- **Phase 3: Follow-up and performance monitoring**

As part of the project, 3M Consulting Services monitors financial and outcomes data reporting for up to a year and uses tracking software to measure process success factors. In addition to the monitoring, 3M provides a focused, onsite, follow-up 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.

Industry-changing software to support sustainable improvements

The 3M DRG Assurance Program now incorporates technology to support the documentation improvement process with the **3M™ Clinical Documentation Improvement (CDI) System**. The 3M CDI System is an automated concurrent review tool created exclusively for the 3M DRG Assurance Program to help sustain the financial benefits achieved in the clinical documentation improvement program.

The 3M CDI System uses:

- The **3M™ Coding and Reimbursement System** enhanced with clinical documentation guidelines
- A concurrent query process to build and store physician queries



Health Information Systems

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- A process measurement tool to report chart review activities and physician query response rates

Documentation improvement guidelines and edits are embedded in the software, providing instant access to information needed to support documentation decisions—similar to having a “consultant leaning over your shoulder.” The 3M CDI System even helps manage workflow by identifying charts that need to be reviewed, so your staff can get the most out of their work day. The 3M CDI System includes valuable easy-to-use and easy-to-access clinical documentation improvement references.

Reporting

The 3M CDI System also provides reports to assist the management team in maintaining performance of the 3M DRG Assurance Program.

The available reports include:

- MCC/CC capture rate
- Query volumes and response rate
- Case mix index
- Focused MS-DRG pairs
- Working MS-DRG vs. final DRG

Most reports can be grouped by financial class, clinical documentation specialist, attending physician, coder and service line.

Key benefits

The 3M DRG Assurance Program with the 3M Clinical Documentation Improvement System can assist hospitals in obtaining the most precise and complete documentation, which in turn can help:

- Improve accuracy of internal and external performance reports
- Achieve an accurate representation of the clinical complexity of the hospital's patient mix
- Increase case mix index

Call today

For more information on how 3M solutions 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**.