Clinical Documentation Specialists

3M™ DRG Assurance™

Clinical Documentation Improvement (CDI) describes the process of reducing the disconnect between what clinicians write in the medical record and what clinical coders need for producing quality casemix data. It achieves this by placing a CDI specialist or Clinical Documentation Specialist (CDS) on the ward to review clinical documentation in a timely manner while the patient is still admitted. CDI specialists help clinicians document in a format which is clear, complete and accurate so it aids with patient management and is readily acceptable for clinical coding [Buttner et al., 2014] [Lo, 2014].

3M has been helping hospitals engage in CDI with our DRG Assurance™ Program which incorporates CDI baseline measurement record reviews (Phase 1), comprehensive training for CDS (Phase 2), site-based coaching and clinician education sessions on CDI.

For hospitals who have appointed dedicated staff to perform concurrent CDI activities the DRG Assurance™ Phase 2 training equips participants with extensive knowledge, resources and hands-on training so their effectiveness is accelerated in their role. The content of this training is fully aligned with ICD-10-AM Australian Coding Standards and AR-DRG grouper-specific content. Training is currently available in ICD-10-AM/ACHI Ninth Edition (AR-DRG v5.1, v6.0x, v7.0, v8.0) and Tenth Edition (AR-DRG v5.1, v6.0x, v8.0, v9.0).
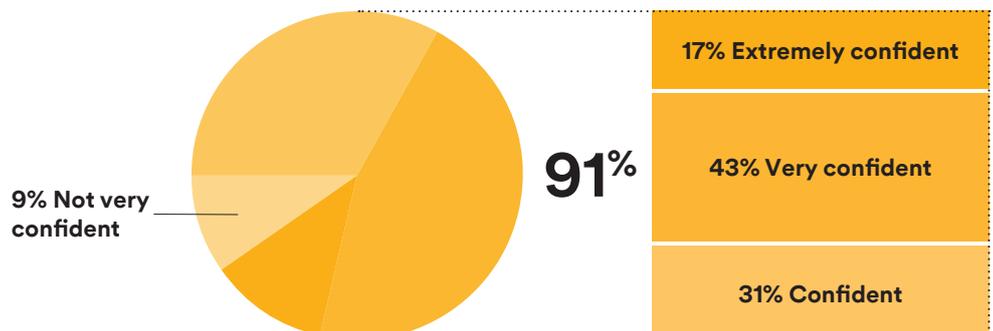
Areas of competency for the Clinical Documentation Specialist

1. Participants know how to review documentation for improvement and learn how to query/engage clinicians

2. Participants understand the relationship between documentation, coding and the DRG outcome

3. Participants understand the documentation principles which allows for the classification of a diagnosis or procedure

4. Participants understand the relationship between the principal diagnosis (PDx), additional diagnoses (ADx), procedures and major diagnostic categories (MDC), diagnosis related groups (DRG) and complexity
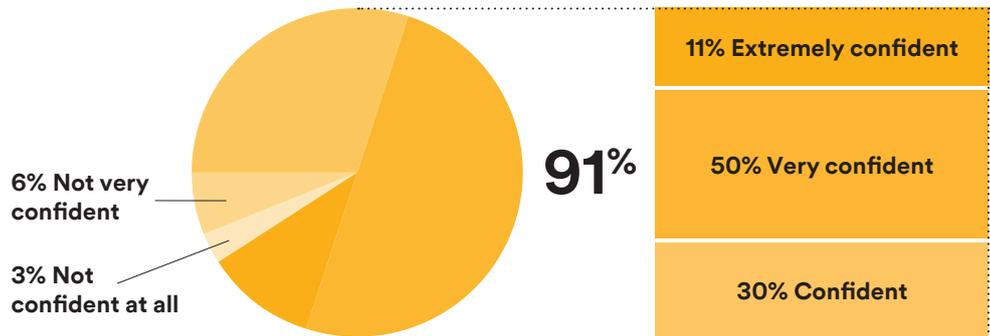
5. Participants are able to assign a working DRG

Results

The below graphs summarise the feedback from our Australian participants collected on the completion of their DRG Assurance™ Phase 2 training. The survey was kept anonymous to encourage honest feedback.
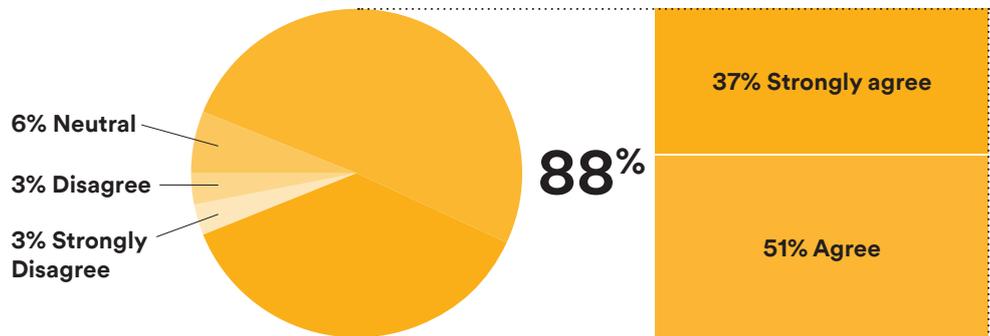
91% of participants indicated they were confident to extremely confident in approaching doctors with CDI related queries.

9% Not very confident

91%

17% Extremely confident

43% Very confident

31% Confident

91% of participants indicated they were confident to extremely confident in assigning working DRGs to inpatient records.

6% Not very confident

3% Not confident at all

91%

11% Extremely confident

50% Very confident

30% Confident

88% of participants agreed or strongly agreed that the training equipped them with tools they needed to carry out their job responsibilities.

6% Neutral

3% Disagree

3% Strongly Disagree

88%

37% Strongly agree

51% Agree

Testimonials

"All topics covered were well taught and easy to understand. Material was interesting and aided in the understanding of the role and how to apply that understanding when looking through patient chart."

"I'm feeling like Sherlock Holmes."

"The hands on medical record reviews were very helpful and the one-on-one guidance is fantastic."

"All topics were relevant - the opportunity to closely interact with the trainers. The highlight was the extensive knowledge and experience of all the trainers."

"The practical sessions with the patient files was invaluable - finding increasing splits was rewarding."

"Opportunity to make such a difference in patient care and funding."

Conclusion

The CDS role involves reviewing clinical documentation during the inpatient episode of care to increase specificity and clarify ambiguous and conflicting information and to ensure the documentation complies with requirements for classification purposes. The purpose of improving the quality of documentation is to not only ensure the correct DRG is allocated for coding purposes, it also has the very real potential to improve patient safety and quality outcomes. The 3M™ DRG Assurance™ Phase 2 training provides structure, knowledge, practical skills and resources that significantly increases the competency and confidence of the CDS. This training enables the CDS to rapidly upskill in their role to deliver the best possible outcomes for the organisation.

If you would like more information on 3M™ DRG Assurance™ please visit DRGassurance.com.au

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Health Information Systems

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