

IRM Supported RMD Case Study

Discharge Disposition	
TOPIC/PROCESS	Assignment of incorrect discharge dispositions resulted in rejections, incorrect payments and represents a compliance issue with Medicare.
GOAL(S)	To review claims rejected due to incorrect discharge dispositions, correct the discharge disposition and determine the root cause of discharge disposition errors.
INITIAL FINDINGS:	Rejections of Medicare accounts were occurring due to incorrect assignment of discharge dispositions. Primary reasons for incorrect discharge disposition assignments were: <ul style="list-style-type: none"> • Discharge dictionary too large (over 122 entries) • Lack of education on assignment of discharge disposition • Lack of documentation of discharge disposition
PLAN	
ACTIVITIES PERFORMED	In addition to auditing and correcting accounts that were rejecting, a team was established consisting of RMD, PFS, Medical Records, HISS, Social Work, Clinical Resource Management, and Nursing. The team has limited the dictionary to 22 entries and is re-training all departments on its use to be complete by June 1, 2004. Additionally, a form is being created to document the discharge disposition in the form in a consistent place verifiable by documentation. Once in place additional training on the form will be completed.
DO	
RESULTS/OUTCOMES	During the month of March 35 accounts were reviewed totaling \$2,217,370 in gross charges. A spreadsheet was developed to track accounts reviewed, chart documentation to support discharge change was reviewed and recorded and dispositions were corrected and re-billed in Meditech. Accounts were tracked and payment for March accounts was confirmed in the amount of \$200,983
CHECK	
RECOMMENDATIONS/ FUTURE ACTIONS	DRG Government Analyst will continue to review rejected Discharge Dispositions and correct as appropriate. Further, Analyst will trend discharge errors and provide feedback to departments as necessary.
COMMUNICATIONS SYSTEM	Revenue Management Department currently has a communication system in place to provide feedback to Medical Records on review of medical records. Additionally, RMD manager provides findings of RMD activities to Department Head meetings on a regular basis.
CHECK WHICH JCAHO FUNCTIONS ARE ADDRESSED <input type="checkbox"/> Patient rights/Organization ethics <input type="checkbox"/> Patient Assessment <input type="checkbox"/> Care of Patients <input type="checkbox"/> Continuum of Care <input type="checkbox"/> Patient/Family Education <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Leadership <input type="checkbox"/> Management of Information <input type="checkbox"/> Management of Human Resources <input type="checkbox"/> Management of Environment of Care <input type="checkbox"/> Infection Control	Revenue Management Department Patient Financial services Health Information System Services Social Work Clinical Resource Management Nursing