

# IRM Supported RMD Case Study

<b>EC Facility Fee Distribution</b>	
<b>TOPIC/PROCESS</b>	EC facility fee E/M codes were being undercoded.
<b>GOAL(S)</b>	Revise code determination process to create a bell-shaped curve distribution with the average code level at 2.9.
<b>INITIAL FINDINGS:</b>	Investigation of the data showed skewed distribution with an average charge level of approximately 2.0. Medpar data showed PPMH deviation from best practice peer hospitals to be an average undercode of .907 levels. Research found that CMS expects to see a bell-shaped distribution with average approximately at level 3. Research on the AHD website showed also supported an average code level of 3.
<b>PLAN</b>	
<b>DO</b>	<b>ACTIVITIES PERFORMED</b> Review present points coding scale for compliance and possible revision. Per EC Director, there were compliance issues with his staff but not nearly enough to cause the differences found. EC Director had re-education sessions with his staff in early Jan. This caused an increase in the avg code level from 2.0 to 2.1. Director of Revenue Management and Sr. OP Coordinator revised the existing point sheet to increase the average code level charged. This caused the average code level to increase to 2.45.
<b>CHECK</b>	<b>RESULTS/OUTCOMES</b> The point sheet has been revised again to increase the average level to 2.9. Annual impact projected at \$5,993,000 gross and \$1,946,000 net. Will be recognized over next 12 months.
<b>ACT</b>	<b>RECOMMENDATIONS/FUTURE ACTIONS</b> We will continue to monitor biweekly and make changes as are necessary to achieve the target 2.9 level
<b>COMMUNICATIONS SYSTEM</b>	Director of Revenue Management and Sr. OP Coordinator met with EC Director. EC director was responsible for communicating with the EC staff.
<b>CHECK WHICH JCAHO FUNCTIONS ARE ADDRESSED</b>  <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	<b>TEAM MEMBERS NAME/POSITION</b>  Director of Revenue Management Sr. OP Coordinator