

IRM Supported RMD Case Study

| Labor & Delivery Charge Capture | |
|---|---|
| TOPIC/PROCESS | Charge auditors found numerous undercharges from L&D. |
| GOAL(S) | Charge appropriately for all pts. |
| INITIAL FINDINGS: | Charge auditors reported a large number of OB accounts with missed L&D charges. Research revealed that from August – November 2003 there were 414 accounts undercharged, for an error rate of approximately 25%. L&D management was provided a list of undercharged pts and their research found the errors were due primarily to personnel issues. |
| PLAN | |
| ACTIVITIES PERFORMED | Several meetings with L&D management staff to provide assistance and data. The L&D staff conducted dept education sessions and took corrective action for personnel issues |
| DO | |
| RESULTS/OUTCOMES | The charge error rate is minimal now. L&D has new processes for verifying charges to their dept logs. |
| CHECK | Estimated annual impact is \$1,318,000 gross and \$247,000 net. Will be recognized over next 12 months. |
| RECOMMENDATIONS/ FUTURE ACTIONS | Charge auditors will continue to watch for and report L&D charging errors. Sr. Op Coordinator will stay in regular contact with L&D management. |
| ACT | |
| COMMUNICATIONS SYSTEM | Meetings with L&D staff. L&D staff conducted education sessions with dept staff. |
| 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 | TEAM MEMBERS NAME/POSITION Director of Revenue Management Sr. Op Coordinator Inpatient Charge Audit Analyst L&D management staff |