

IRM Supported RMD Case Study

Recovery Charging Issues	
TOPIC/PROCESS	Patients recovered outside PACU were not being charged recovery time.
GOAL(S)	Create & implement charge process for recovery services provided outside PACU.
INITIAL FINDINGS: PLAN	Investigation found 1,548 cases from August - December 2003 not charged recovery time. IP cases were bronchs. OP cases were Caths, bronchs and OP surgery cases recovered in Surgicare.
ACTIVITIES PERFORMED DO	Sr. OP Coordinator provided education sessions for Cath Lab, Radiology, and Surgicare on proper charging practices. Sr. OP Coodinator also developed charge sheets and built charges on Star.
RESULTS/OUTCOMES CHECK	Patients are being charged appropriately for recovery services provided outside PACU. Annual impact is projected to be \$2.8 million gross and \$631,000 net. Will be recognized over next 12 months.
RECOMMENDATIONS/FUTURE ACTIONS ACT	Sr. OP Coordinator will monitor as part of the failed claims process.
COMMUNICATIONS SYSTEM	Sr. OP Coordinator educated dept management. Each dept manager was responsible for educating their dept staff.
<p>CHECK WHICH JCAHO FUNCTIONS ARE ADDRESSED</p> <ul style="list-style-type: none"> <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 	<p>TEAM MEMBERS NAME/POSITION</p> <p>Sr. OP Coordinator Director of Cardiovascular Services Director of Radiology Surgicare Management</p>