

# IRM Supported RMD Case Study

<b>Venipuncture Charges</b>	
<b>TOPIC/PROCESS</b>	Venipunctures were not being charged by Lab
<b>GOAL(S)</b>	Charge appropriately for venipunctures
<b>INITIAL FINDINGS:</b>  <b>PLAN</b>	Sr. OP Coordinator discovered that venipunctures were not being charged by Lab.
<b>ACTIVITIES PERFORMED</b>  <b>DO</b>	Sr. OP Coordinator educated Lab management on proper charging practices for venipunctures and helped create charge capture process.
<b>RESULTS/OUTCOMES</b>  <b>CHECK</b>	Lab is charging appropriately for venipunctures. Based on historical data Lab projects making 131,000 charges annually for \$1,554,970 gross and \$544,340 net. Will be recognized over next months.
<b>RECOMMENDATIONS/ FUTURE ACTIONS</b>  <b>ACT</b>	Sr. OP Coordinator will monitor charging as part of the failed claims process.
<b>COMMUNICATIONS SYSTEM</b>	Sr. OP Coordinator met with LIS Manager from Lab. LIS Manager has implemented charging and is monitoring.
<p><b>CHECK WHICH JCAHO FUNCTIONS ARE ADDRESSED</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient rights/Organization ethics</li> <li><input type="checkbox"/> Patient Assessment</li> <li><input type="checkbox"/> Care of Patients</li> <li><input type="checkbox"/> Continuum of Care</li> <li><input type="checkbox"/> Patient/Family Education</li> <li><input type="checkbox"/> Performance Improvement</li> <li><input type="checkbox"/> Leadership</li> <li><input type="checkbox"/> Management of Information</li> <li><input type="checkbox"/> Management of Human Resources</li> <li><input type="checkbox"/> Management of Environment of Care</li> <li><input type="checkbox"/> Infection Control</li> </ul>	<p style="text-align: center;"><b>TEAM MEMBERS NAME/POSITION</b></p> <p><b>Sr. OP Coordinator</b> <b>LIS Manager</b></p>