

✦ CDI Program Startup

✦ CDI Program Refinement

✦ Provider & CDIS Education

✦ Chart Review & ROI

✦ Dx Specificity Analysis

✦ Procedure Note Integrity

✦ **Epic™** Enhancements



## Why is refinement crucial to CDI sustainability?

Sooner or later, CDI programs hit a plateau. But is this plateau the result of comfort or full potential? We mine your CDI practices to determine that ultimate potential and create a unique set of metrics that help you advance your program.

## CDI Program Refinement

Program refinement can take many forms. Some institutions prefer to do a skills assessments or chart review to determine their opportunities for enhancement before defining the activities most beneficial to their organization. Others know exactly which topics represent pain points and want to pinpoint efforts directly where quick hits can be achieved.

- **Chart Review** – Each engagement typically begins with an objective assessment of your current CDI opportunities.
- **CDIS Interviews and SWOT Analysis** - The CDI specialists are interviewed to gain a better understanding of pain points, what is working and what can be improved. This is then compared with management's performance objectives and together a course of action is planned.
- **Performance Tuning** – Often, SMRT Doc is brought into an organization to optimize a program set up by a third party or started internally. We take your existing processes and refine them based on industry best practices and our specific experience with your patient population.
- **Provider and CDIS Refresher Education** – Continual education is crucial to a sustained CDI program. Regulations and coding changes happen frequently. This transforms follow-up sessions from a refresher into a risk mitigation strategy.
- **Coding Clarifications** – Bringing coders into the mix creates a sense of unity in the CDI practice and helps team members address specific scenarios that may cause confusion or create inconsistent results.

### Adult Vs. Pediatric

We feel strongly that pediatrics is not a specialty. There are specialties within pediatrics. Relevance is the backbone of our service offerings and you can be assured that the services you receive are tailored to your patient population.

## OUR PHILOSOPHY

The acronym S.M.R.T. stands for *Saying Medically Relevant Things*. It is our contention that a large communication gap exists between the originators of most clinical documentation (providers) and those applying codes and combating reimbursement issues.

*This language gap leads healthcare organizations to misrepresent the complexity and disease burden of their patient populations resulting in both peer comparison inaccuracies and payment differentials.*

A defensible revenue strategy, one that can withstand audit reviews and medical necessity denials, starts with accurate and complete clinical documentation coupled with a common lexicon understood by CDI professionals and coders. When these factors are in place, problem isolation, justified reimbursement, ROI and peer comparison become inevitable results of addressing the problem and not its symptoms.

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