



What differentiates our CDI programs?

Your providers will have a vested interest in documentation accuracy/specificity and not see you as an annoyance to be avoided. We educate with relevant discussion and not canned lecture making the CDI effort a true partnership.

CDI Program Startup

CDI programs are the single strongest tool in a health system's toolkit against the onslaught of reimbursement regulations and third party payor policies. Its successful implementation has wide reaching benefits including increased institutional standing with peers, higher/quicker reimbursement, decreased denials, higher win rates on appeals and better quality metrics.

- **CDIS Education** – This clinically focused education forms the foundation of the CDI toolkit and helps to turn clinical professionals into CDI specialists.
- **CDI Operational and Reconciliation Processes** – We outline formal reconciliation, assignment, query/clarification, response and compliance procedures establishing the new department with a workflow and metrics.
- **Coder Education and Feedback Loops** – Coders are given a primer on the pathophysiology concepts and terminology they see frequently documented giving them the ability to translate this lexicon into coding. This also helps them formulate queries that are more readily understood by clinicians.
- **Physician Advisor Guidance** – Learn how to use effective techniques for physician engagement and build efficient query/clarification response mechanisms.
- **Specialty Specific Provider Education** – Each specialty receives tailored content for the diagnoses and procedures that represent their practice. Your providers will understand *why* they should care about their accuracy and specificity, *what* difference it makes, and *how* they can accomplish this goal.
- **CDI Education Deliverables** – These items include pocket cards called *SMRT Cards* and Powerpoint files from the education presentations.

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.

Visit us at:

www.smrtdocs.com
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