

Project Outline _Data Integrity/Timely & Accurate Documentation

Statement of Problem:

Limited training and accountability on proper and complete documentation to support timely billing and accurate demographic information has resulted in high encounter errors and poor data integrity.

Project Description:

Educating providers/support staff as well as department managers on complete demographic data, timely charge capture, and implementation standardization of workflows will optimize the quality of patient data and reduce time spent correcting errors. HRSA requires claim submission within 14 days of date of service. Our current average is 12-14 days, depending on provider/specialist sometimes longer.

Goals and Objectives:

1. To review and improve our training program and conduct a gap analysis of where workflow improvements can be made
2. Evaluate errors for training issues vs accountability issues
3. Reduce demographic and billing errors
4. Reduce numbers of days from DOS to First Bill Date

Outputs and Outcomes:

1. Measure and track improvements
2. Outputs achieved →Show graphs

Assumptions of Risk:

1. Garbage In = Garbage Out: Being able to truly define and measure the issues. Working on reports to capture errors and then accurately measure improvements
2. Failure IS an option: Not everything works as planned the first time
3. Modeling Collaborative Behavior: Realizing I can't do everything myself. Investing in relationships, improving my own communication skills, and supporting others inside and outside my department is key
4. Buy In: Learning how to motivate colleagues and staff that do not report to me
5. Relationships: Positively influence processes and help develop future relationships. Try not to burn bridges when pointing out missed opportunities