

Thank you for EXCELLENT DOCUMENTATION

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Background

CDIs were working hard to query and educate providers , but had no organized way to give positive feedback.

Objective

Develop a process to acknowledge improvement and quality documentation.

Methods

- A policy was developed encouraging CDIs to recognize providers for documentation which eliminated the need for a query or to reward providers for “perfect” documentation in a patient record.
- A supply of “Thank you for EXCELLENT DOCUMENTATION” post it notepads was obtained and provided to all CDIs.
- Provider recognitions were a part of the CDI metrics and were tracked on the CDI huddle board.
- Providers were encouraged to save their notes and when they had five (5) to find a CDI and turn in the reward notes. Acknowledgement of this achievement included a letter from the Chief of Staff, \$5-10 gift cards and cafeteria vouchers.
- CDIs were encouraged to nominate Documentation Rock Stars who were included on a Hall of Fame list during CDI week.

Conclusions/Results

- There was increased visibility of the CDI staff and camaraderie with providers.
- Providers were delighted with even a small recognition for their efforts
- We have recently added custom cookies made by one of our creative staff.

Responses included:

“You just made my day”

“I am going to put this on my refrigerator so my kids see I get stickers too!”

“Thank you SO much!”

“How do I get one of those?”