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Poster title: *Stay In Your Lane; The Road to Improved Communication*

Description:

Feedback from our staff included that the volume of emails between CDI, Coding and the DRG Validators was cumbersome, frustrating and impacting productivity.

The teams were emailing to reconcile cases, communicate new queries and responses to queries, and to send notifications for mismatches.

To decrease the number of emails and interruptions to workflow, we worked with a Senior IT Analyst to develop screens within our Electronic Health Information System for each department to be able to communicate their query, query responses, mismatches and any other issues requiring action.

The communication process is driven by a designated hold reason. In order to *'flip the switch'* from one team member to another, the staff member needs to change the hold reason.

The hold reasons distinguish who the hold is for, and whether the task is already in progress or new for review.

A daily report with hold reasons is run daily and is emailed to teams each morning.

This report creates a worklist for people to be able to rapidly identify cases requiring follow-up and intervention.

Benefits include:

- A Daily Worklist for each team member to prioritize workflow
- Eliminates excessive emails (75% decrease between departments)
- Increased Productivity
- Improved Staff satisfaction and relationships
- Documentation in screens is stored and can be used to assist in routine and/or payer audits
- Improved staff satisfaction and relationships

Key Players

HIM Director

Coding Manager

CDI Director

Coding Department

DRG Validators

Clinical Documentation Department

Senior IT Analyst

What will viewers take away?

- An overview of how to streamline communication between departments to decrease interruptions, increase productivity and improve staff satisfaction