Learning Objectives

- At the completion of this educational activity, learners will be able to:
  - Describe the journey to developing a measurement tool for clinician engagement in clinical documentation
  - Appraise a tool that measures clinician engagement in a CDI program for transferability to their workplace
  - Describe the process for achieving reliability and validity of a tool for clinician engagement

Steps for Attendees to Answer/View POLLING QUESTIONS

1. Navigate to the event Agenda in the main menu
2. Tap the name of the current session to view the session details page
3. Tap Polls
4. Tap the name of the poll
5. Tap your answer choice and then tap Submit
Polling Question #1

What is the population of Australia?
- 188,274,282
- 24,309,330
- 31,272,585
- 95,673,820

A Quick Overview of Healthcare in Australia

- Universal healthcare—Medicare
- Challenges: Aging population, patients with multiple comorbidities
- Life expectancy 2014: AUD 82.25 USA 78.94—indigenous Australians approx. 10 years less
- As of September 30, 2016, 46.8% of Australians have private health insurance hospital coverage
- DRGs (CEP and PD)
- ABF public sector

St Vincent’s Private Hospital Sydney
St Vincent’s Private Hospital Sydney

- Leading Australian private NFP
- Catholic Healthcare Sisters of Charity 1909 from Ireland
- Acute elective surgical with 30% medical patients
- Magnet® recognized (only private hospital in Australia)
- 270 beds (including Uspace) currently expanding

St Vincent’s Private Hospital Sydney

- 13 operating rooms, 2 cardiac labs, 12-bed ICU
- NOD: 24,500 in 2016 (10,000 day only)
- Average ON occupancy 85%
- ALOS 3.3—ON ALOS 4.95
- Broad case mix (top 4: cardiac, cardiology, neuro, ortho)

St Vincent’s Private Hospital Sydney

- Overall CMI 2.71
- Established CDI program February 2016
- 350 visiting medical officers
- Hybrid medical record
- Clinicians are VMOs, nurses, allied health
Australian Coding Standards: Examples

Clinicians
- Visiting medical officers
- Registered nurses
- Physiotherapists
- Dietitians
- Speech pathology
- CNC—stomal therapy

Documentation
- All documentation
- UTI, urinary retention, incontinence
- Atelectasis
- Malnutrition, dietary counselling
- Dysphagia
- High-output stoma

University of Tasmania (UTas)
- Higher degree by research—doctoral candidate
- Supported by Australian government and hospital
- Commenced part time in April 2015
- Mix methods design Q&Q
- Three phases

Literature Review—First Look
- Paucity of literature in Australia
- International abundance of opinion pieces
- Inconsistent measures of program success
- Education has a significant influence
### University of Tasmania (UTas)

- First data collection engagement survey—baseline
- Second data collection engagement survey informed by analysis of first survey and literature review
- Third data collection will be informed by second data collection—semi-structured interviews

### Research

- What organizational conditions sustain high-quality clinical documentation practice?

**Sub-questions**

- How is quality clinical documentation understood within healthcare?
- What clinical documentation practices are required to improve case-mix index, optimize revenue, and reduce length of stay in hospitals?
- What organizational conditions enable or inhibit effective clinical documentation practice?

### Engagement in CDI Program

- July–December 2015: Engagement process began
- Hospital meetings, in-services in clinical areas, VMO newsletter, craft groups, hallways, car park, coffee cart, surgeon lounge
- 1:1 complexity talk
- Recruitment of CDS
**Engagement in CDI Program**
- Values-based program—patient-centered
- Contributing to sustainability of the hospital
- Defining the clinical coder’s role
- Review all patients regardless of funding
- Feedback requested from clinicians

**Recognition of Outstanding Documentation**
- Chocolates
- Thank-you cards
- Coffee vouchers
- Good old-fashioned praise!
- In-person clinical areas

Clinical Documentation Improvement Program Engagement Survey #1
May 2016—3 Months Post-Implementation
Engagement Survey #1

- Purpose—hospital perspective
- The tool was developed to:
  - Assess whether the engagement process in the lead-up to the program was successful
  - Were the aims and objectives of the program understood by clinicians?
  - Identify specific information about clinician practice
  - Baseline data

Engagement Survey #1: Design

- Challenges with SurveyMonkey
  - Multiple selections
  - Provided on clinical workstation; only 1 survey per PC
  - All anesthetists included rather than just those in pilot
- Consider the purpose of the survey prior to the design phase
- 10 questions including demographics

Engagement Survey #1: Questions

1. What is your designation?
2. How many years of service do you have?
3. What is your specialty group?
4. Are you aware that a CDI program is being piloted?
   a) Coffee cart, car park, meetings, etc.
5. Which of these program aims and objectives are you aware of? (select from list)
Engagement Survey #1: Questions

6. Where did you hear about the CDI program?
7. Have you been asked by the CDI team to document additional information or specificity?
8. What were you asked to document?
9. In the future, will you adopt this level of specificity?
10. If you answered no or maybe, what are the barriers?

Engagement Survey #1: Analysis

- 358 clinicians invited to participate (62 VMOs, 296 nursing and allied health)
  - N = 171
  - RR = 48% overall

Research Purpose for Survey #1

- Different purpose to hospital needs
- Explore type of data yielded in order to inform survey refinement

Resulting in 3 broad categories:
- Components of clinical documentation
- Outcomes achieved by clinical documentation
- Process for monitoring outcomes of CD
What Is Validity?

• Simply: Are you actually measuring what you want to measure?

Validity

• Construct and content validity undertaken
  • Content validity
    – Question by question reviewing the content—did the questions assess what I wanted to know?
  • Resulting in 3 broad categories
  • Second tool allows for a more sophisticated design
  • Ability to categorise items

• Site-specific tool moving toward a tool that is transferrable to other sites and more sophisticated in its design

• No reliability at this stage
What Is Physician/Clinician Engagement?

- Hard to define.
- Some argue there is no single definition.
- Literature discusses engagement with hospital, not with programs.
- Is it response rates to queries? Good measure.
- “What do you want me to write?”

Engaged Surgeons!

Working Toward Definition of Engagement at SVPHS

- Clinician engagement at St Vincent’s Private Hospital Sydney:
  - Critical components identified thus far:
    - Response to queries
    - Clinicians ask for feedback
    - Clinicians want to ensure the best outcomes for patients
    - Robust discussions are encouraged
    - Doctors are open to have PD discussed
Literature Review—Cycle Two

- Reviewed through a different lens:
  - Analysis of first survey completed
  - Greater understanding of what was being read

- Lack of education stood out—came out in analysis and from literature out of the USA. What was the Australian experience?

Clinical Documentation Improvement Program Engagement Survey #2
February 2017—9 Months After First Survey

Engagement Survey #2: Design

- Purpose of second survey—hospital perspective
  - To assess if documentation practices have changed since first survey
  - What education have clinicians received about clinical documentation?
  - Delivery of education
  - Communication by CDSs
  - Enablers
  - Barriers
Engagement Survey #2: Design

- 3 demographic questions
- 5 education-specific questions
- 3 medical staff–specific questions
- 20 total questions
- Informed by analysis of first survey and literature review

Engagement Survey #2: Questions

1. What is your designation?
2. How many years of service do you have?
3. What is your specialty?
4. Are you aware of the CDIP?
5. How have you become aware of the CDIP?
6. What does a CDS aim to do?

Engagement Survey #2: Questions

7. What is your understanding of the purpose of clinical documentation?
8. Have you been asked by the CDS to provide additional information about a clinical documentation entry or diagnosis?
9. What were you asked to document?
10. Have you received education about documenting in the medical record?
11. Where did the education occur?
Engagement Survey #2: Questions

12. What topics did the education include?
13. Was the relationship between clinical documentation and clinical coding discussed?
14. If you were to have education about clinical documentation, what is your preferred method of learning?
15. What would enable you to achieve accurate, concise, complete, and specific clinical documentation?
16. What are the barriers to you achieving accurate, concise, complete, and specific clinical documentation?

Engagement Survey #2: Questions (Medical Staff ONLY)

17. How have the CDSs communicated with you?
18. What is your preferred method for a CDS to communicate with you?
19. Do you undertake ward rounds on a regular day and time?
20. Would you like a CDS to do the ward round with you?

Polling Questions #2 & #3

• Would this instrument be useful in your organization?
  – Yes
  – No
• Are you likely to use this instrument in your organization?
  – Yes
  – No
Reliability—Not There Yet!

- For a tool to be reliable, it needs to be used multiple times—consistently
- Reliability aka consistency
- Does the tool consistently measure what it is intended to measure?
- Inter-rater/observer reliability being considered
  - The degree to which different raters/observers give consistent answers or estimates

- Second survey development completed January 30, 2017
- Survey was distributed Monday, February 6, 2017
- Survey is available for 4 weeks or minimum 40% response rate to ensure significance
- Validity can be further assessed following close of survey and analysis

Our Experience @ 12 Months

- Response rate to queries: 99.5%
- Significant revenue impact
- Clinicians are engaged
- Clinicians are asking questions: “How can I do better?”
- Clinicians are seeking our feedback
Awards

• Private Hospital Association Innovations in Clinical Practice Awards

• St Vincent’s Health Australia Innovation and Excellence Awards winner in Growth and Sustainability category

• Presented at Health Information Management Association Australia National Conference

CDI Team

Thank you. Questions?

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In order to receive your continuing education certificate(s) for this program, you must complete the online evaluation. The link can be found in the continuing education section at the front of the program guide.