Leveraging Technology and Data to Drive Documentation Excellence

*Primary Enterprise excluding Anson*

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Background
This project was implemented after an opportunity was identified with response and agreement rates to concurrent documentation clarifications. Overall program metrics are monitored monthly to measure the effectiveness of the Clinical Documentation Improvement Program. The goal of this project was to engage physicians and emphasize the importance of achieving accurate and specific documentation. This project led to delivery of actionable data that has led to dramatic successes with physician performance and improved physician experience by leveraging efficient 3M tools embedded at the point of patient care.

Goal
CHG determined that the group should have a meaningful response target of 90% and that 70% of clarifications should be answered within 72 hours per the Atrium Health Medical Group Documentation Standards and Clinical Documentation Improvement program metrics.

Improvement Process
The project team utilized the PDSA (Plan-Do-Study-Act) improvement model from the planning stage through the implementation phases of the project.

Results
The figure below demonstrates that December of 2018 represented the highest percentage of meaningful responses during 2018 (89.8%). The action plan began in July of 2018 and there was observed continuous improvement in quality of physician responses to documentation clarification requests. We attribute project success to leveraging technology to improve physician workflow, data to monitor performance and incredible partnerships formed with the CHG team.