ENHANCING COMPLIANCE WITH e-HIM™

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Session 3.05
April 7, 2005

Tenth National HIPAA Summit – Baltimore, Maryland

AGENDA

- Know Your Specific Regulations
- Privacy & Security
- E-HIM™ Process
- End-User Satisfaction
- Auditing
- Compliance Benefits – Case Studies

ENHANCING COMPLIANCE WITH e-HIM™

Know your Specific Regulations:

- EHR – State
- Electronic Signature
- Hybrid Environment
- Stepping Stones
- Work Flow – Re-engineering
- Printing

HIPAA

TITLE I	TITLE II
Health Insurance Access Insurance Portability Insurance Renewal	Fraud and Abuse Control Programs **Administrative Simplification** Medical Liability Reform

TITLE III	TITLE IV
Medical Savings Accounts Health Insurance Tax Deductions	Enforcement of Group Health Plan Provisions

TITLE V
Revenue Offset Provisions

TYPES OF ELECTRONIC INFORMATION AFFECTED BY HIPAA INCLUDE:

Privacy

- Boundaries
- Security
- Consumer Control
- Accountability
- Public Responsibility

Security

- **Administrative Procedures**
- **Physical Safeguards**
- **Technical Standards**

Code Sets

- ICD-9-CM
- ICD-10-CM
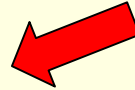- CPT4
- HCPCS
- NDC
- CDT

Transactions

- Eligibility
- Claims
- Claims Status
- Payments
- Document Attachments
- Referrals / Authorizations

Unique Health IDs

- Provider
- Health Plan
- Employer

OTHER LEGISLATION
AND EXECUTIVE ORDER

Government mandate –

April 26, 2004 - Pres. Bush - create within 90 days incentives, opportunities and recommendations for providers to use electronic records.

May 26, David Brailer, MD., Ph.D. HIT Coordinator

- **Financial Modernization Act of 1996 - Includes Health Insurance Companies**
    - **Administrative, technical, physical safeguards for protecting privacy**
    - **Medicare Conditions of Participation**
    - **(42.CFR Chapter 1, part 2)**

- **Hospital mandate – to reduce costs!**

HEALTHCARE'S CHIEF CONCERNS (HIMSS' Survey 2004)

- **HIPAA Security (700 hospitals executives)**
- **Security top priority - 48%**
- **Medical errors & patient safety - 2nd biggest concern**
- **Internal breaches of security – 65%**
- **Six security tools currently in use – firewalls, user access controls, multi-level pass codes, encryption - 70%**
- **Currently only 16% respondents have single sign-on**
- **70% reported this was a priority in the next 2 years**
- **THEIR FOCUS - patient safety technology, bar coding and electronic medical records**

The Enemy! Paper in Hospitals

200 Bed Hospital
15,000 IP/Yr + 90,000 various outpatients
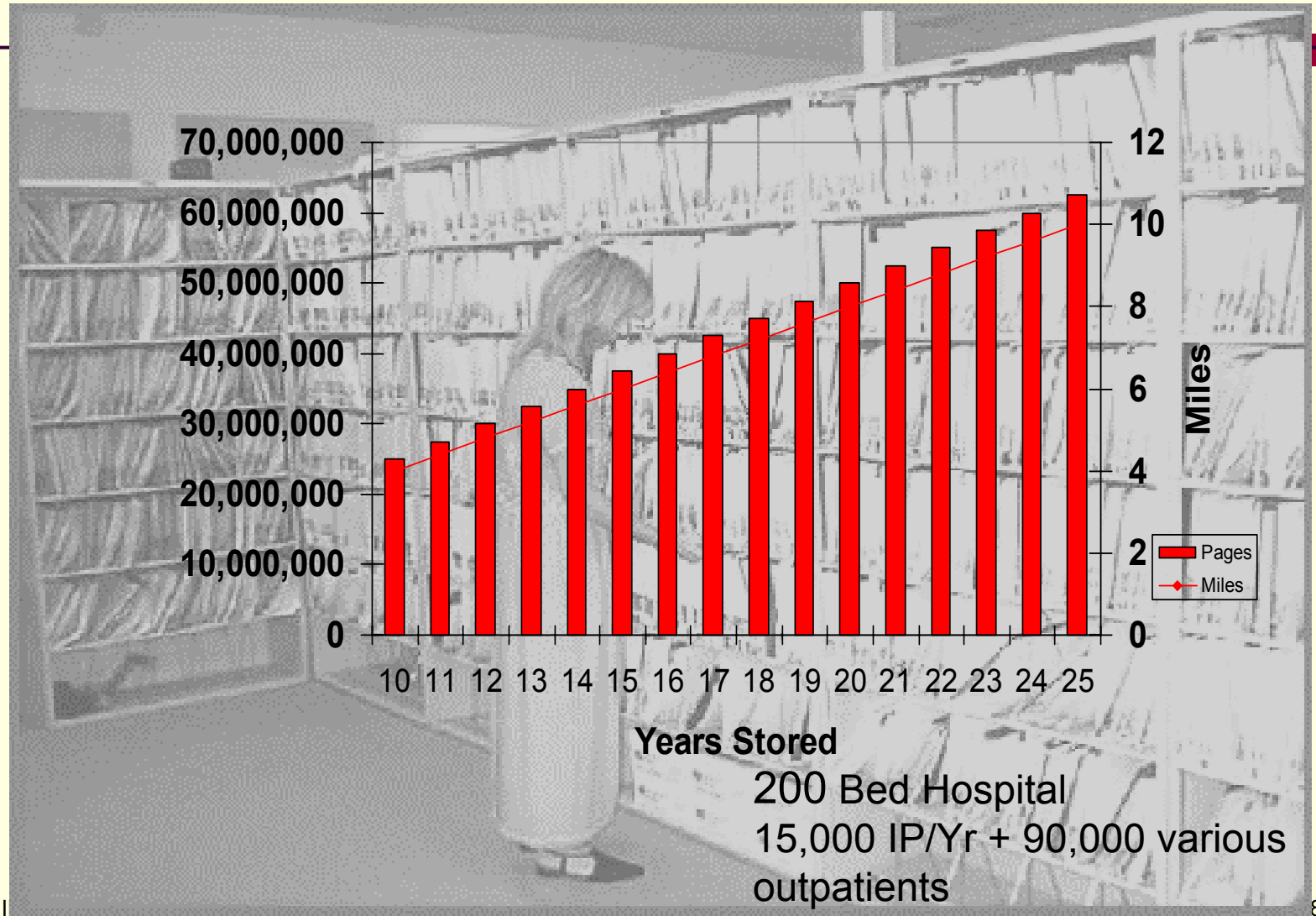
THE "EVIL INVENTORY"

Document	Form		
	Created	Used	Stored
Progress note	Paper	Paper	Paper
Lab report	Electronic	Paper	Paper

ENHANCING COMPLIANCE WITH e-HIM™

Data Analysis:

- **How many documents?**
- **How many created on paper? Percentage?**
- **How many used on paper? Percentage?**
- **How many stored on paper? Percentage?**

	% Created	% Used	% Stored
Paper			
Electronic			

ENHANCING COMPLIANCE WITH e-HIM™

- **Privacy and Security Compliance:**
- **PHI Availability & Accountability**
- **Confidentiality & Integrity**
- **Access**
- **Redundancy**
- **Non-Repudiation**
- **Disaster Recovery**
- **Accounting of Disclosures**

ENHANCING COMPLIANCE WITH e-HIM™

We have been Moving towards e-HIM™ for Years

Electronic processes in HIM:

1. **Transcription**
2. **Auditing**
3. **Coding**

…Moving work to the worker

electronic health information management

ENHANCING COMPLIANCE WITH e-HIM™

Benefits of e-HIM™

- **Financial**
  - **Increase profitability**
  - **Increase productivity**

- **Non-financial**
  - **Physician satisfaction**
  - **Regulatory compliance**
  - **Improved patient care**

electronic | health information management

E-HIM™ COMPLIANCE IMPACT

Role	Increase Profitability	Increase Productivity
CFO	• decrease A/R and denials • optimize case-mix index	• increase revenue/square foot • improve back office efficiency
HIM	• eliminate coding backlog • provide off-site coding • ensure regulatory compliance • reduce storage costs	• improve access to charts • streamline chart completion • reduce people chasing paper • increase staff efficiency
CIO	• create longitudinal EHR • minimize equipment expense • minimize staff expense	• provide systems security • guarantee systems availability
MD	• see more patients	• reduce administrative workload
ED	• decrease physician A/R • optimize physician case-mix	• speed up access to patient information • reduce cost of billing

E-HIM™ Annual Hospital Savings per 100 Beds

| Operational Improvements	
Total HIM	$183,188
Total Patient Accounts	$15,500
Total Emergency Department	$13,856
Total Value of Improved Operations	**$212,544**
Revenue Cycle Improvements	
Reduce coding backlog	$224,320
Days in A/R reductions	$32,384
Case-mix (Quality Indicator)	$150,400
Medicare Denial Reduction	$58,873
Total Revenue Cycle	**$465,977**
Total	**$678,521**

TECHNOLOGY COMPLIANCE NEEDS

- **Accurate, "always on" medical record**

- **Uniquely identify patients accurately, ensuring right patient's data is provided when accessed by those from <u>another</u> enterprise**

- **Accurate data integration; consistent patient record delivered to clinicians, public health, regulatory & reporting agencies, consumers**

- **Ensure confidentiality as patient data moves from enterprise to another, handling different levels of security, confidentiality and privacy**
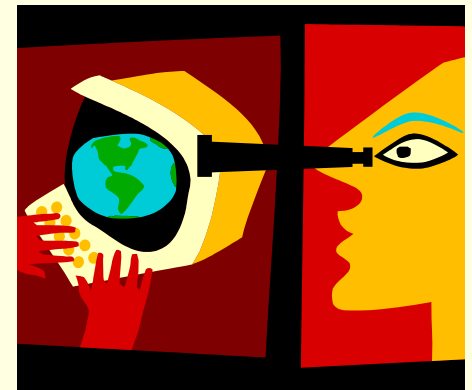
E-HIM™ PROCESS RE-ENGINEERING

- **HIM**
  - **Assembly**
  - **Chart Completion**
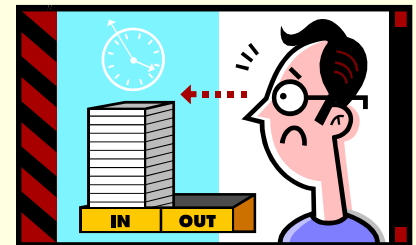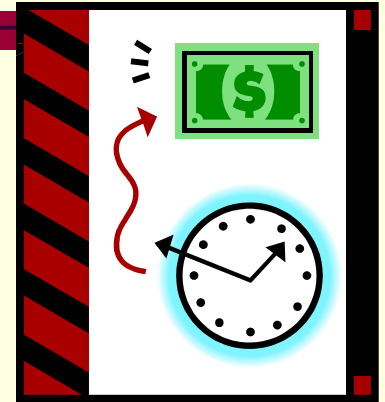 - **Coding**
  - **Storage**
  - **ROI**
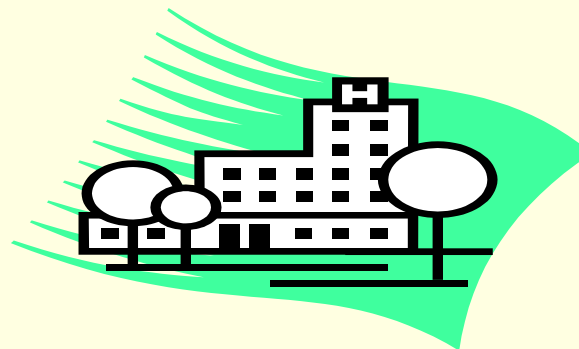
- **PATIENT ACCOUNTS**

- **EMERGENCY DEPARTMENT**

- **PHYSICIAN COMPLETION (dictation, revision, signature)**

OTHER BENEFITS
of e-HIM™ (soft $)

- **Simultaneous Access**
- **Regulatory Compliance**
- **Security**
- **Insurer Pro Reviews**
- **Physician Satisfaction**

Sister Irene Kraus, former president Daughters of Charity National Health System, is quoted delivering what purports to be the order's motto:

"No margin, No Mission."

ENHANCING COMPLIANCE WITH e-HIM™

- **JCAHO "Electronic" mentioned in the following sections:**

Overview

- ❑ IM.2.20 electronic system (passwords)
- ❑ IM.2.30 disaster recovery for electronic systems
- ❑ IM.3.10 processing, storage, retrieval
- ❑ IM.5.10 access
- ❑ IM.6.10 patient specific data and information
- ❑ MS.4.10 Credentialing
- ❑ NR.3.10 Nursing policies and procedures

ENHANCING COMPLIANCE WITH e-HIM™

- **Regulatory Compliance**

- **JCAHO-Research Studies- Blue Cross**

- **HIPAA – Privacy & Security - Auditing**

DISCLOSURE REPORTING SERVICES
Sample Report

ChartOne Solutions

Report Designer - nrd.frx - Page 1

Boyle Medical Center - Non-Routine Disclosures Accounting Report   100152

Disclosure requested on 10/10/02 by Doe, John for period covering 11/06/96 - 11/06/02

MRN#: 123456789   Birth Date: 01/01/42   Social Security: ***-**-6789   Report Date: 11/06/02   Elapsed Time: 27 Day(s)

Following is an accounting of disclosures made by Boyle Medical Center for the period specified above. Boyle Medical Center is required by law to provide this list to you. If you have any questions regarding this account, please contact Patient Services at (408)865-5168.

Date	Recipient	Information Sent*	Purpose	Information Provided by
06/07/02	ACCIDENT INSURANCE 2323 RED RD ANYWHERE, CA 32232 Via USPS	Episode of 01/01/01 - 01/10/01 Anesthesia Report, Discharge Summary, History & Physical, MRI, Nurses notes, Physician Orders, Recovery Room Records, Stress Test	Life Insurance	Radiology SU
07/15/02	LAW OFFICES OF JAY MILLER 12345 BROAD STREET ANYWHERE, CA 23232 Via FED-EX	Episode of 01/01/01 - 01/10/01 Abstract, Discharge Summary, Face Sheet, History & Physical	Adoption	Radiology RA
08/21/02	STATE FARM INSURANCE PO BOX 453 ANYWHERE, CA 122334 Via Pick Up	Episode of 02/01/01 - 02/15/01 Stress Test	Auto Insurance	Medical Records MR
09/12/02	WARWICK, BOYLE, WARWICK 4564 SOUTH PLAZA TRAIL SUITE 344 PHOENIX, AZ 2343 Via Pick Up	Episode of 01/01/01 - 01/10/01 Abstract, Discharge Summary, Face Sheet, FlowSheets, History & Physical	Adoption	Laboratory LA
11/01/02	DUVAL COUNTY COURTHOUSE 2343 DUVAL STREET JACKSONVILLE, FL 23443 Via UPS	Episode of 02/24/98 - 04/24/02 MRI, Nurses notes, Operative Data	Attorney	Laboratory LA

Start   9:39 AM

VERIFICATION & AUTHENTICATION TIERS

- **Verify & Authenticate person/entity seeking access to e-PHI**
- **One-Tier Verification is Current Standard but Changing**
- **Single Sign On (SSO) – Not easily Achieved but "Doable"**

- **Something you know (in your head) - Password**
- **Something you have (in your hand) - Token**
- **Something you are (is your hand) - Biometrics**
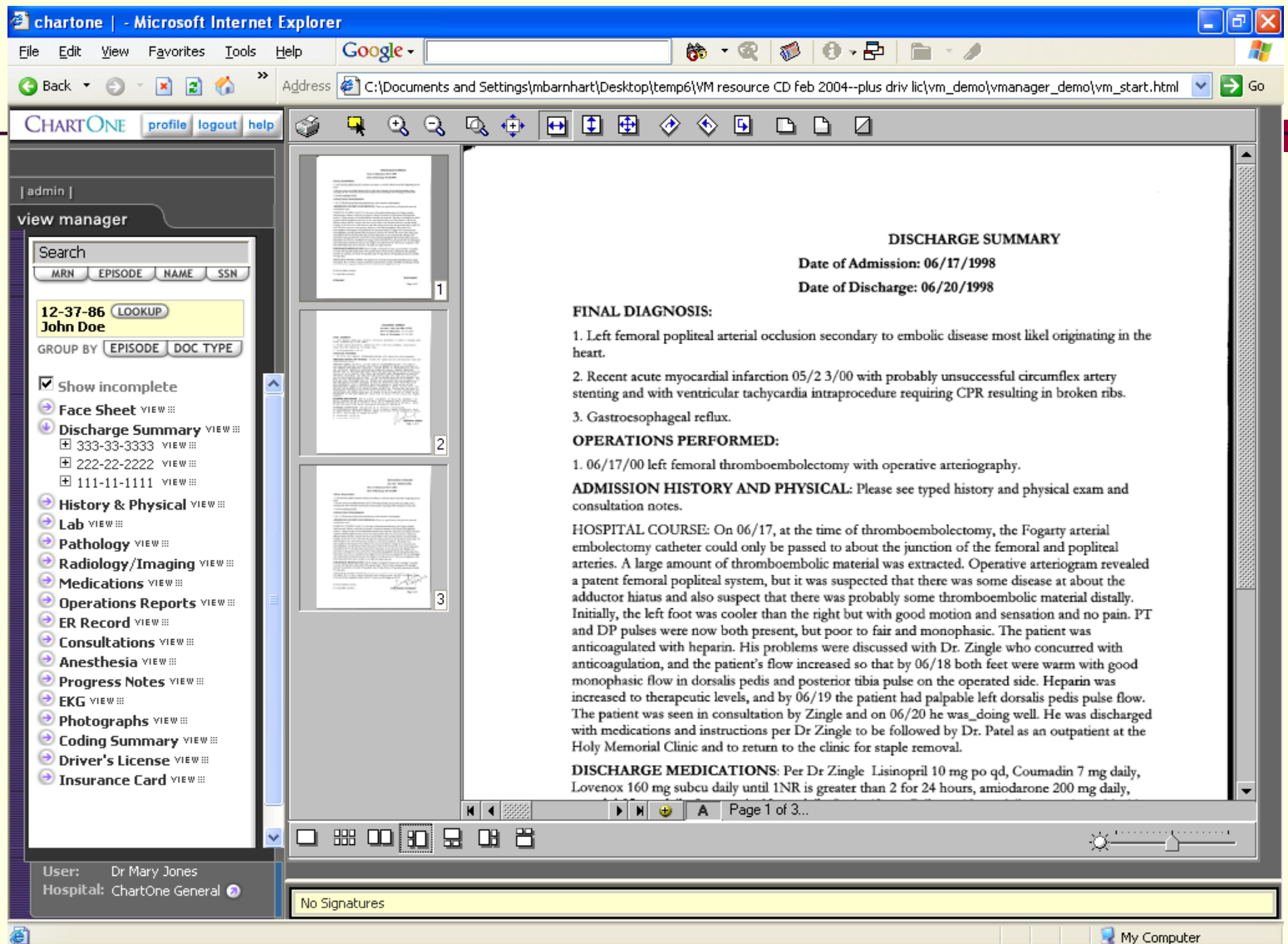
ENHANCING COMPLIANCE WITH e-HIM™

- What is e-HIM™?

- **E-HIM™ is a term coined by AHIMA's eHealth Task Force to describe any and all transactions in which health care information is accessed, processed, stored, and transferred via the Internet using electronic technologies.**

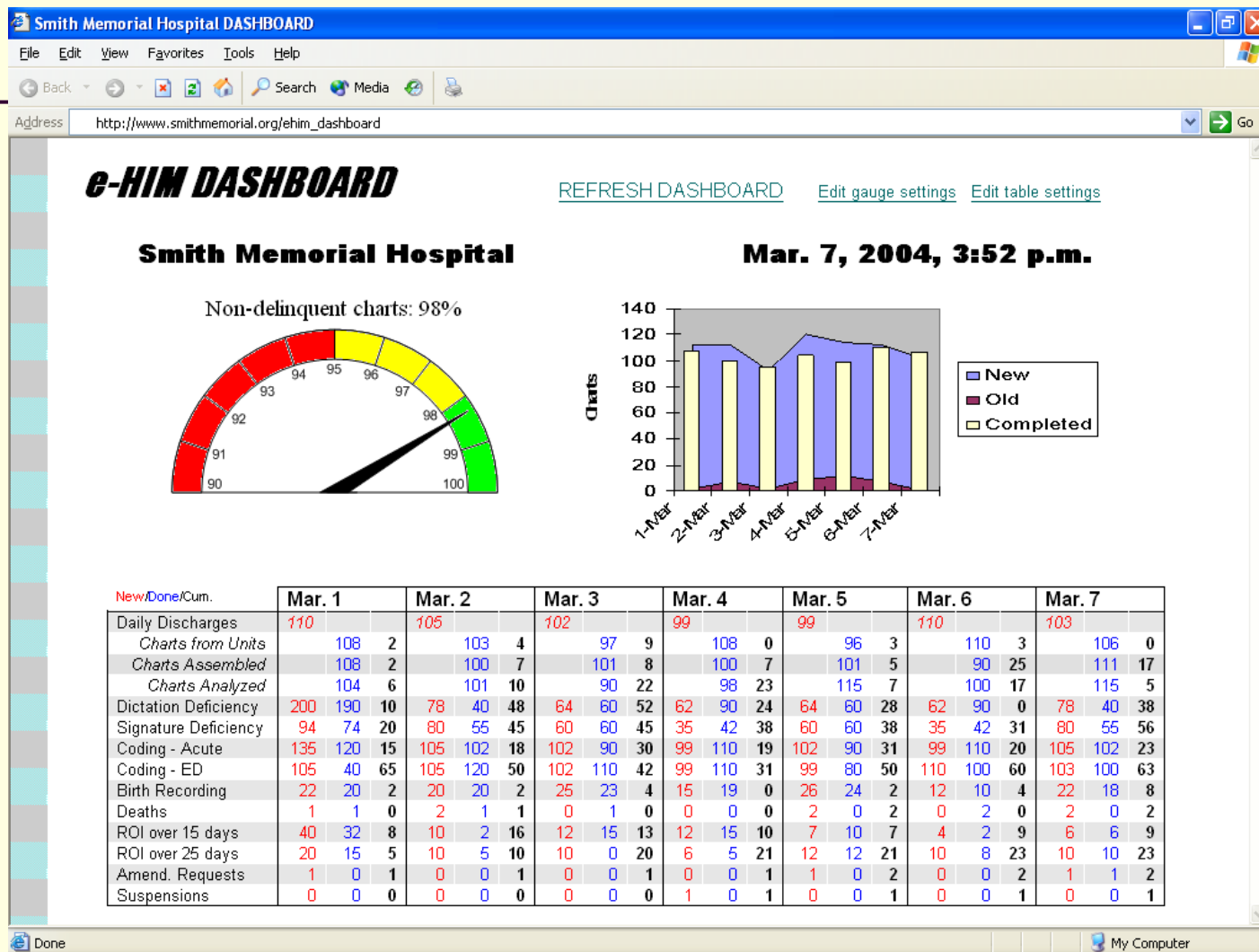- **HIM Practice will Transform – It will not go Away**

electronic | **health information management**

ENHANCING COMPLIANCE WITH e-HIM™

- **Current - Hybrid Medical Record**
- **Multi-Media**
- **Proprietary Data Bases**
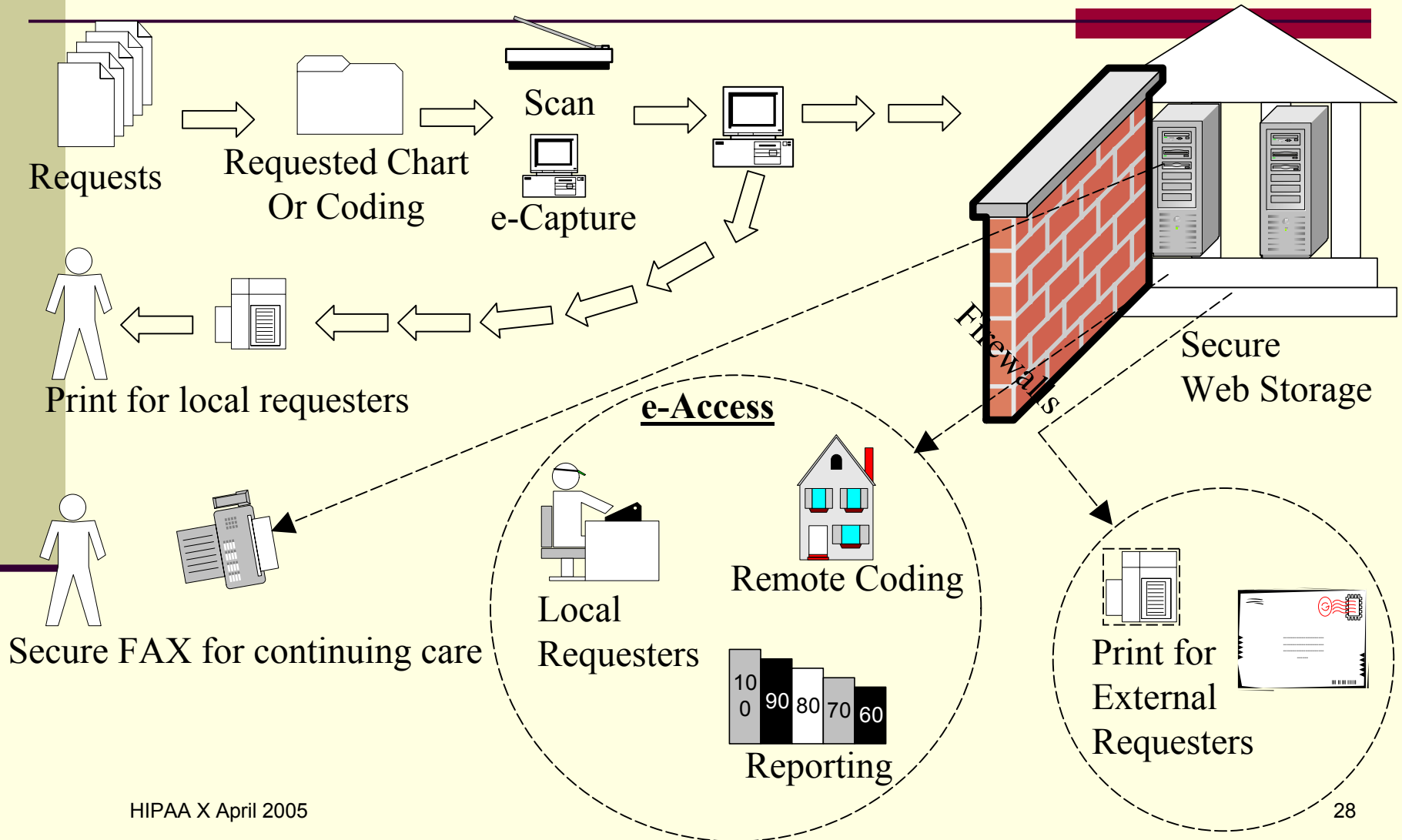- **Disparate Systems**

E-HIM™ DASHBOARD

ENHANCING COMPLIANCE WITH e-HIM™

Case Studies:

- **Automated** release of information

- **Remote** coding

- **Full implementation of the paperless chart**

Automated Release of Information

Requests

Requested Chart Or Coding

Scan

e-Capture

Print for local requesters

Secure FAX for continuing care

Firewalls

Secure Web Storage

e-Access

Local Requesters

Remote Coding

Reporting

| 100 | 90 | 80 | 70 | 60 |

Print for External Requesters
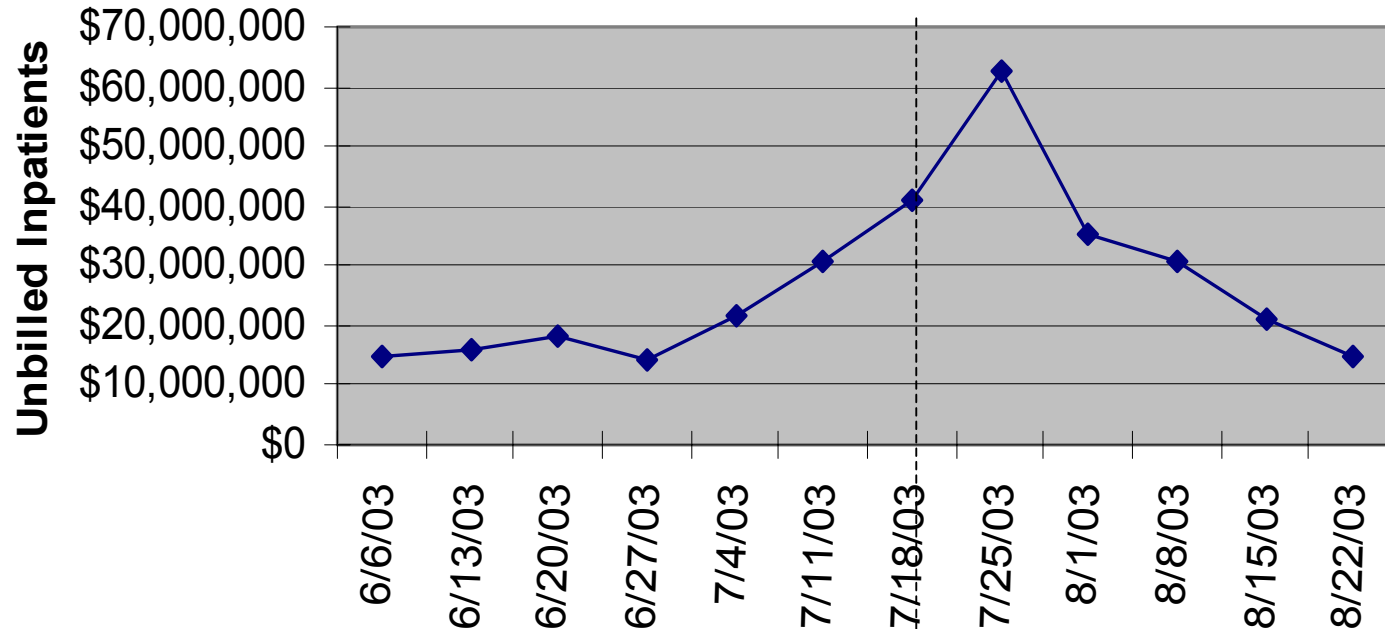
REMOTE CODING - *Case Study*

Large Teaching Hospital – **lost two full time coders end of June**

Installed Coding Solution

ENHANCING COMPLIANCE WITH e-HIM™

- **CASE STUDY:**   **600 Bed Teaching Hospital**
- **Capability Desired: elimination of paper records in the medical records department which were causing delays in chart completion, physician access, billing and high denial rates, and poor compliance in several areas.**

- **Solution – outsourced back scanning of two years of charts, electronic and concurrent feeds for daily discharges. On-line viewing of charts for all authorized users via the Internet.**

- **Results – Year 1**
  - **Chart completion times reduced to under 30 days**
  - **Reduced FTEs from 50 to 36**
  - **$500,000 in reduced A/R days and denials**
  - **Converted 2,000 square feet from paper record storage to revenue producing surgery rooms**
  - **Auditing – PROs, QA, other external audits completed online**

1st year savings = $1.4m   **Web-based not Web-enabled**

ENHANCING COMPLIANCE WITH e-HIM™

BENEFITS:

- **Free up space for revenue generating activities**
- **No file room, no storage fees, no "temporarily misplaced" charts**
- **Simultaneous instant access to the chart helps whole hospital - HIM, coding, physicians, business office, research, ED, UM, PROs**
- **Improved billing cycle and response to denials**
- **Decreased days for coding and fee abstraction for professional fees**
- **Improved completion process for physicians (attending and residents) and HIM staff**
- **ENHANCED COMPLIANCE through e-HIM™**