

## Managing RAC Demands in a Small Hospital

North Sunflower's Story  
By: Joanie Perkins, CPC

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## NSMC Story – Past, Present and Future



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## Our Story

- 25 Bed Critical Access Hospital
- DME
- 60 Bed Nursing Home
- 1 Provider-Based RHC



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## Recovery Audit Contractors

- "It is without question that healthcare providers must begin to prepare now for what promises to be an unprecedented time in terms of Medicare, Medicaid and other payer audit scrutiny."

• Abby Pendleton, Esq.

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## North Sunflower Medical Center In the beginning...




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## October 2008

- MHA meeting - Alyssa Keefe, Senior Associate Director, Policy American Hospital Association
- National Rollout out blew us away
- Relayed information to critical staff
- Medical Staff Presentation
- Department Manager Presentation
- Board Presentation

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## Nov 2008

- Formulated our RAC team
  - COO, DON, Case Management, Swing Bed Director, Rehab director, IOP and Geri psych director, medical records, IT manager, Physician Advisor
  - Develop Physician Advisor Job Description/Salary
  - Contacted Connolly Consulting – Profiling software – Admission Criteria Software
  - Hired part-time RAC auditor

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## December 2008

- Developed Score Cards for RAC process audits
- Trained staff on processes
- Started auditing Swing Bed processes
- Signed 9 NSMC key-stakeholders up for on-line CPC course




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## January 2009

- Site Visit - Tupelo
- Continued auditing/changing processes Swing-bed
  - Changed Rehab codes/documentation
  - Pharmacy held medications
  - Missed labs
  - Radiology billing

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## February 2009

- Hired part-time RAC dedicated Physician Advisor
- 1<sup>st</sup> Education Series to Medical Staff – Mandatory (RAC update)
- RAC team meeting discussed process changes
- 2 team members attended AHCAE and certified in Health Care Auditing

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## March 2009

- 2<sup>nd</sup> Education Series for Medical Staff - Out-patient Service focus
- Joined MHA RAC tracking software search committee
- Acute Care Process Audit

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## April 2009

- 3<sup>rd</sup> Provider Education Series - In-patient documentation focus
- Signed CERMe (InterQual) contract for Acute care
- 3 RAC team members attended RAC update meeting

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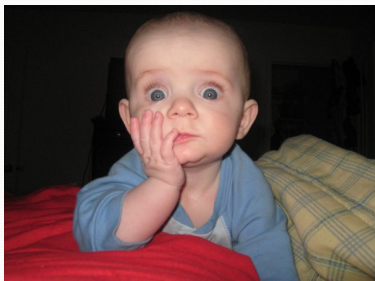
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## How we looked after the RAC update meeting




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## May 2009

- Utilization Management Plan review/revision work begun
- 4<sup>th</sup> Provider Education Series – Focused on Consults and surgery coding
- Finalized Utilization Management Policy
- Identified ED documentation needs
- Focused DME audit

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## June 2009

- 5<sup>th</sup> Provider Education Series – DME audit results – Review guidelines for Utilization Review
- Kick off meeting CERMe
- Purchased new server (CERMe, RAC track)
- Attended final committee meeting for selection of RAC tracking software
- Purchased T-System documentation for ED

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## July 2009

- Medical Staff Approves Revised Utilization Management Policy
- CPC education class completes module 11
- ED adopts T-sheet for physician documentation - Audit shows 90% improvement in coding compliance

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## Fall 2009

- Trained key-stakeholders on cERME (Interqual)
- Informed Medical Staff we were up and running
- Reviewed E&M in Rural Health Clinic
- One on One education with surgeons

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## Winter 2009

- Purchased RAC Track Audit Plus System (Allscripts)
- 1.5 FTE's dedicated to RAC
- Trained on Tracking System
- Entering all Medical Record Requests info into RAC Track

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Nearing the Finish Line...

Completed Presentations to  
MHA - RHPI - MRHA



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Spring/Summer 2010

- Initial RAC requests received and processed
- Auditing continues organization wide
- Utilize our RAC liaison
- Share our story

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Today...



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No Really...



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