



North Sunflower Medical Center

Preparing for the RACs

Our Story

- 25 bed critical access hospital
- DME
- 60 bed nursing home
- 1 provider-based RHC



Planning
Strategy

Goals

Develop
Ideas

Recovery Audit Contractors

RACs

"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.

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



November 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

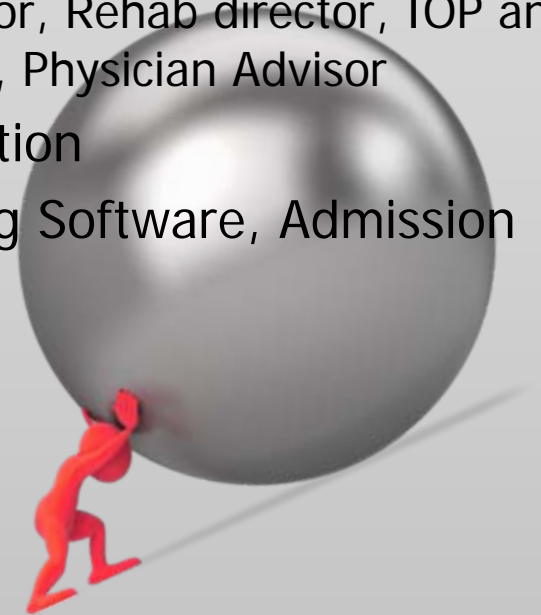
Developed Physician Advisor job description

Contacted Connolly Consulting – Profiling Software, Admission Criteria Software

Interqual

Hired part time RAC auditor

AllScripts



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Preparation

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

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
- 1st 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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Action

March 2009

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

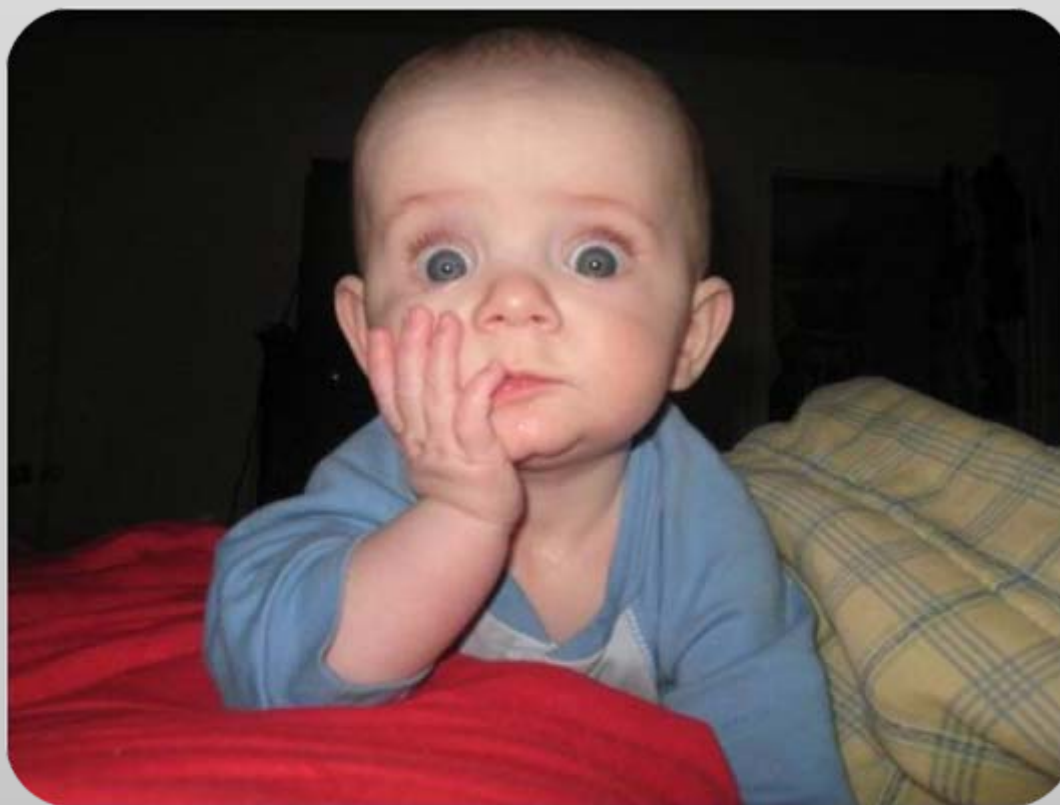
April 2009

- 3rd 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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After the RAC update

Getting Down to Business

May 2009

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

June 2009

- 5th 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

- 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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Technically Speaking

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

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 Trak

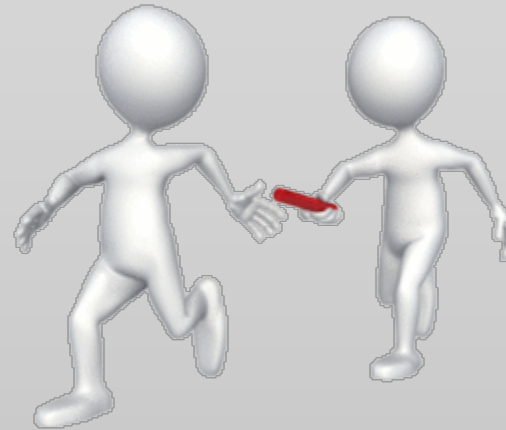
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Nearing the Finish Line

- 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 liasion
- Share our story



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Today



No really...