

Overview of UR Better Practices And Physician Advisor



Issues for discussion

- ▶ UR & Discharge Planning = Case mgt
- ▶ **UR = front end.**
 - Confirmation of pt status prior to bed placement! YEAH
 - Continued review of pt status post OBS order
 - Continued review of pt status as a 3 day SNF qualifying stay
 - UR tracking and trending discrepancies with physician communication – initial order, supporting documentation to support order, change in orders.
 - UR ongoing education with physicians, nursing and partnering with CDI for a consistent message.
 - Rounding with physicians to ensure documentation supports ‘conversation’
 - UR documents in the medical record –like any dept.

When to involve 'help'

- ▶ Does the facility have an in-house physician advisor? If so, when is the provider called for assistance? CC 44–YES. Problems with orders= YES. Others?
- ▶ If no in-house PA – is the UR physician used for a 2nd opinion?
- ▶ If no in-house PA – is an outside PA used for a 2nd opinion?
- ▶ How is this coordinated? Mon–Fri 8–5; after hrs, weekends?
- ▶ When is the recommendation received and how is it communicated to the attending?

Other areas to watch/discuss

- ▶ Weakness – the attending /admitting physician's order/action plan is the only one that counts in supporting the inpt decision.
- ▶ Any assistance =the physician directing care incorporates recommendations into his/her orders/admit note and uses as an excellent teaching tool.
- ▶ Surgeries----- With the pre-payment reviews & HDI, how are the H&Ps reviewed prior to surgery? Role of UR to engage conversation with surgeon? Role of the PA with problems?

Internal hot spots

- ▶ E M R – cloning, cookie cutter documentation – hospital records and physician
- ▶ Nursing – not engaged in the discussion of pt status.
- ▶ Ongoing feedback on denials to the effected nursing units as well as the physicians involved. What did the denial say? Are there improvements that need made in the record?

Join the conversation...

- ▶ As our experts discuss better practices for:
 - UR
 - Physician Advisors
 - Engagement by support team to effect change

..it is time to be a student.

Thanks, Day Egusquiza, President

daylee1@mindspring.com

AR Systems, Inc.



RAC 7