DIA ON THE FRONT END = FEWER PROBLEMS ON THE BACK END

EXECUTIVE SUMMARY

MDS 3.0 has spurred both opportunities and obstacles and without question, data integrity plays an essential role in a facility's MDS success – or failure. The resident assessment tool is pushing resident care and satisfaction to the forefront, which is a notable benefit for any quality-focused operator. However, operators are finding the new requirements even more laborious and complicated, two critical factors that can increase the risk for error on MDS submissions and, subsequently, lead to increased citations, reduced reimbursement and lower quality scores.

Having an effective data integrity tool in place is an absolute must, but all data integrity tools are not created equal. Therefore, it is important that providers use a data integrity tool that effectively analyzes the data and proactively pinpoints potential holes, inconsistencies or inaccuracies to have an opportunity to correct errors before the MDS is submitted.

Bottom Line: The new MDS 3.0 provides operators with both opportunities and barriers. Resident quality of care is being emphasized which benefits providers focused on this, yet the requirements are arduous and cumbersome, which can lead to errors on submissions which result in lower quality and reimbursement and increased penalties.

What It Means: Data errors can prove costly to long-term care providers. Not only might an oversight lead to under-coding and subsequent reduced reimbursement, data errors or unsubstantiated exceptions on the MDS also may lead to unintentional overpayment and subsequent RAC or MIC audits.

The Takeaway: Having the right data integrity measurement tool in place is an imperative for any provider. A recent study by PointRight found that the overwhelming majority of assessments that undergo data checking by Electronic Health Record/MDS software systems are inaccurate.

Analytics to Answers

PointRight®

WHY DATA INTEGRITY IS CRITICAL FOR SUCCESS

Given the amount of data that goes into each MDS assessment and the sheer volume of assessments operators must submit each month, it stands to reason why a powerful and comprehensive data integrity audit tool is so essential.

Attention to Detail

Data integrity should always be about the details but also about timeliness. An optimal MDS verification tool will:

- Apply not only clinical and logical tests, but also CMS coding and consistency checks, to every MDS assessment

- Give users the confidence that their assessments are accurate

- Provide the opportunity to view each assessment the same way a surveyor, RAC or MIC auditor, or plaintiff attorney would

- Deliver immediate feedback on potential inconsistencies

- Provide documentation requirements to allow prompt, proactive resolution

Clinical Data

Ready access to clinical data and reports not only benefits MDS coordinators, but also wound care nurses and other clinicians who have used the data to improve documentation and turn an even sharper eye on resident care processes and delivery. The more information a provider has and the more reliable that information is, the better able they are to make informed decisions and positive changes that impact resident care. A powerful data integrity tool will provide the flexibility to look at data in a number of ways – from the big picture at the corporate level to the more detailed state and individual community levels.

Example of Instant Feedback with DIA Exception Reporting

Resident Name	DOB	MRN	Gender	Room#	ARD	A0310 A	B	C	D	E	F
AUEBIV, GOAMFH	09/24/1922	96603	F	00035	01/03/2011	02	99	0		0	99

Submission Date: 03/02/2011 03:51:43 PM
Issue C7 Resident's cognition is intact based on BIMS (C0500>12) but resident has signs of delirium (C1300A, B, C or D).

[Show Less <<]

Why this is an issue: If signs of delirium are coded (whether or not the behaviors fluctuate), then it is unlikely that cognition would be considered to be intact.
Resolving the issue:

- Confirm that signs of delirium were not brought forward from a prior assessment.

Clinical considerations:

- When cognitive impairment is incorrectly diagnosed or missed, appropriate communication, worthwhile activities and therapies may not be offered (RAI 3.0 Manual, p. C-3).

Planned resolution:
- ⦿ Undecided
- ○ Reviewed no action
- ○ Change MDS

[Ask Question]

Case Mix Accuracy

A powerful, reliable data integrity auditing tool spurs quality of care improvements and promotes best practices through ongoing training, improved interdisciplinary care process development and organization-wide benchmarking. Data integrity should also allow providers to accurately monitor data being submitted and then look at trend comparisons across different facilities to highlight areas in need of improvement at the organization level and within each facility.

The best data integrity tool will:

- Drive accurate RUG/case mix reimbursement

- Improve quality measures and compliance with regulations, policies and procedures

- Reduce risks, fines, deficiencies, and audits

- Aggregate performance data

- Show improvement from first to final MDS submission

- Clearly illustrate performance by each MDS section

- Provide resident-level drill-down of clinical and reimbursement-related data integrity issues

BENEFITS

- Accurate RUG/case mix reimbursement
- Improved QMs/QIs
- Improved interdisciplinary care planning process
- Fewer fines and deficiencies
- Huge savings on time and money from fewer internal audits
- Better compliance with regulations, policies and procedures
- Avoidance of RAC Audits

FEATURES

- Instant feedback within seconds of submission
- Access to clinical senior-level expertise
- Web-based, no software to install or maintain
- Always current on rules and regulations
- Free online training and regularly scheduled re-training classes

REPORTING

Online Reports

Instant Feedback

- Identifies inconsistencies
- Offers possible explanations
- Shows source for proper coding
- Provides prompts for documentation
- Highlights best practice recommendations
- Summarizes facility submissions
- Includes CMS coding/consistency checks

Monthly Performance Report

Aggregates Performance Data

- Shows improvement from first to final submission
- Illustrates performance by section of the MDS
- Provides resident level drill-down to both clinical and reimbursement related data integrity issues
- Highlights unresolved issues

Reimbursement Information

- Identifies money at risk
- Highlights money unrealized

THE FINAL ANALYSIS: ANALYTICS IS THE ANSWER

It is essential that providers have an effective way to ensure the data they are using is accurate to ensure that they are delivering quality MDS documentation. Operators believe that data integrity is good because it went through and MDS or EHR system's data checker, but that is not always the case. PointRight's study found that 90 percent of assessments that underwent so-called data integrity checks by EHR systems have 2.33 errors on average. This can result in a RAC or MIC audit, and even if it is determined that an exception can be substantiated and money won't have to be paid back, facilities will still waste a lot of time and resources gathering the data needed for the audit.

As a result of MDS 3.0 long-term care providers must have their data house in order to ensure MDS success. The best approach is to put an MDS verification tool in place that goes far beyond the checks performed by the average MDS software systems and views each assessment the same way a surveyor, fiscal intermediary, RAC auditor or plaintiff attorney would, and provide immediate feedback for resolution.

HAVE QUESTIONS?

Are you ready for analytics to validate your actions or define your future strategies? To learn how PointRight can get your data house in order, contact us for a demonstration at 781.457.5900 or visit www.pointright.com.

Analytics to Answers

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