

# Accountability and Skilled Documentation

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## DOR Role

- ❖ Commit to auditing documentation
- ❖ Set expectations at the interview
- ❖ Give positive feedback as often as constructive feedback
- ❖ Audit evaluations and MD orders to catch errors and monitor trends
- ❖ Initiate a "standardized test" day
- ❖ Include standardized test in "precautions" on POCs, to ensure staff re-test
- ❖ Monitor progress notes to look for trends

## Financial Impact



Did you know that poor documentation quality has a bigger financial impact than productivity does?

In general you save \$0.02 for every 1% productivity increased, however billing minutes pulled out during an audit will have a much greater financial loss

RUC x 14 days (647.94/day = \$9071.16)\*

RVC x 14 days (\$555.85/day = \$7781.90)\*

In conclusion, **1 billing minute removed due to unskilled documentation could result in a \$1289.26 loss**

\*(Based on Yavapai AZ rate)



## UR Prep and Careplans

- ❖ Create effective careplan process
- ❖ Frequently attend careplans to review weekly documentation
- ❖ Prep for UR using the "weekly status report". Monitors therapists are testing goal related areas and ensures discharge dates are appropriate.
- ❖ Report standardized test scores/ADL score during UR.

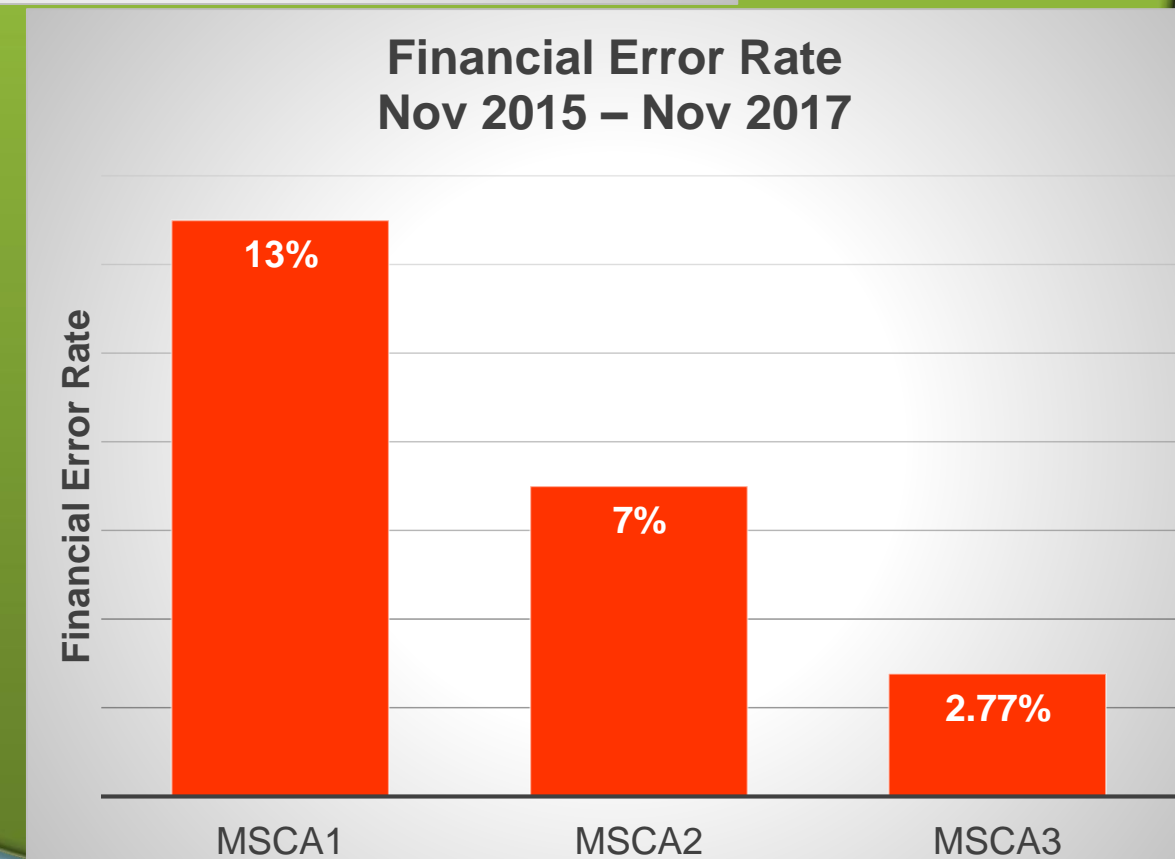
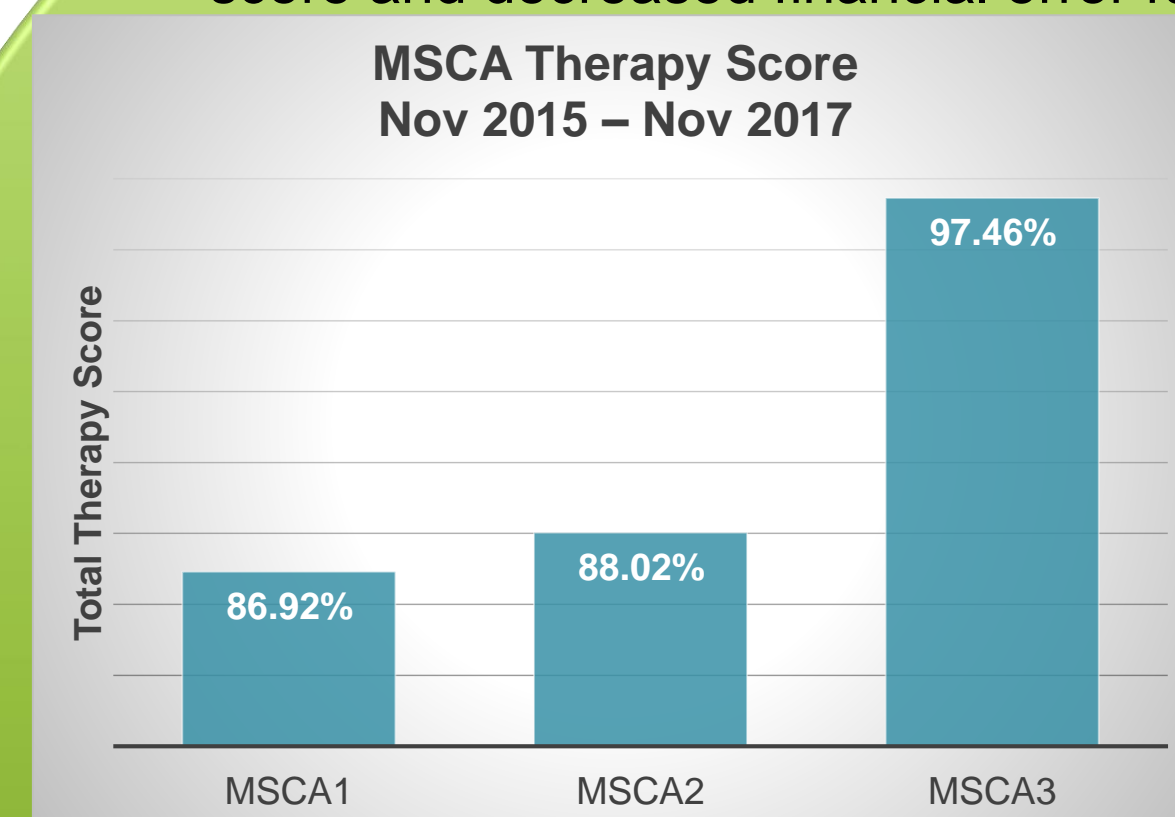


## Teach the "Why"

- ❖ Engage your team in dynamic thinking about skilled documentation
- ❖ Educate your team as to **why** quality documentation is important as it reflects their clinical skill
- ❖ Explain how skilled documentation ensures we can be billed for services (Financial Impact)
- ❖ Provide lists of commonly used skilled terms descriptive of therapists' actions

## MSCA Data

Training resulted in improved MSCA therapy score and decreased financial error rate



"Employees want to know why they have to produce and deliver services by using certain methods. To be good at holding you staff accountable-you must be good at teaching. Teach about the consequences"  
-Crucial Accountability