

Medical Staff NEWS

INTERQUAL ACUTE CARE CRITERIA: UPDATED 2003

Mark Greenberg, MD

Medicare, Medicaid, Blue Cross/Blue Shield, and numerous other insurance companies use InterQual Level of Care Criteria to approve admissions to acute care facilities. The 2003 changes focus on tighter utilization with special regard for the appropriate care delivery setting, such as acute care vs. subacute nursing care

facility. An example of one of the changes is an increase in the intensity of service indicator "intravenous fluids" from 75cc/hr. to 100cc/hr. LMHS Case Managers have the updated criteria for your reference in providing the appropriate documentation to support level of care.

COMING SOON: COMPUTER SYSTEM ENHANCEMENTS TO BENEFIT PHYSICIANS

Over the next several months, exciting new system enhancements will be delivered that will prove beneficial to our physician community.

CliniComp Deployed in Emergency Departments

CliniComp, the in-patient charting system, will be installed in all three Emergency Departments. The first phase will occur from October through December '03 and will include a Patient Tracking Board, Triage and Disposition Notes. In addition, inpatients that have lab tests performed while in the ED will have their results accessible in CliniComp. In mid-04', the ED record will be automated and information collected in the ED will carry forward to the inpatient setting.

Windows version of CliniComp (WinCIS)

The Windows version of CliniComp (WinCIS) brings point and click technology to this application. The information and format of the clinical charting is the same – only the navigation is different (mouse driven vs.

keyboard). WinCIS will be rolled out facility by facility starting with LMH in October, HealthPark in November and Cape Coral Hospital in December. Training sessions will be available to physicians on each unit and in the Physician Lounges.

CliniComp Information Accessible through Net Access!

Vital Signs, I&Os, Respiratory and Presentation Summary screens will be accessible from Net Access. This will eliminate the need to sign on separately to CliniComp to obtain this "view only" patient information. This feature will be available later this year and will be accessible from devices within our hospitals, your office or home. Look for future announcements for the delivery date of this exciting new feature!

Net Access is the Key

If you are not using Net Access to obtain patient information, it's not too late. Contact Karen Mueller at 335-7753 or karen.mueller@leememorial.org

I N • T H I S • I S S U E

- InterQual Acute Care Criteria: Updated 2003 • Coming Soon: Computer System Enhancements to Benefit Physicians
 - Documentation: Tips for Accurate and Timely Coding, Billing and Reimbursement • MD Consult
 - Lee Diabetes Care to Offer New Diabetes and Hyperlipidemia Class
 - Choices Geriatric Care Management Program • Lee Pain Service • Physician Notes
- Speaker/Marketing Opportunities for Physicians • Medical Staff Hotline • Continuing Medical Education

DOCUMENTATION: LACK OF SPECIFICITY CAN HURT YOU AND YOUR BILLING

Vague terminology can lead to inadequate validation of the patient's severity. Using terms such as sepsis, acute respiratory failure and anemia, where clinically appropriate raises the severity of the illness of the patient from a morbidity and mortality perspective.

Complexity of medical decision making is the most important aspect of assigning the billing codes for a patient encounter, and the more you recognize what diagnostic elements go into that concept, the easier it will be to accept the need to pay attention to certain documentation issues. When you can tell the "due to," you demonstrate a higher complexity of medical decision-making.

The more the primary physician demonstrates a thorough knowledge of coexisting conditions and complications in the documentation, the better it seems that he or she knows the patient.

Tips for accurate and timely coding, billing, and reimbursement

*Stan Padfield, System Director
Health Information Management*

1. Document when the care is provided. The level of reimbursement depends on the specific codes for care that you and LMHS submit to the insurers. We must rely completely on the documentation in the medical record as basis for selecting the codes for submission of payment.
2. Understand that history and physicals, operative and consultation reports, diagnostic tests, treatment orders and the discharge summaries are critical for accurate coding.
3. Document the patients' severity of illness and your clinical rationale for ordering the intensity and level of care you are prescribing.
4. Be open to suggestions on appropriate language for documentation made by Case Managers and Coders. Review Clinical Assessment Tools (CAT) placed on the medical record by Case Managers specific to problematic disease or symptom coding.
5. Never compromise your integrity in the service of improving reimbursement; always document accurately.

MD CONSULT

Narges Ahmadi, Medical Librarian

The **MD Consult** Core Collection database is available to LMHS staff at:
<http://www.mdconsult.com> until September 17th.

The user name is: LMHS-1 Password: playtime

Both are case-sensitive.

MD Consult offers access to full-text medical journals and books, to practice guidelines, patient education handouts and to CME modules.

Please share your opinions about this program with me.

Thank you.

LEE DIABETES CARE TO OFFER NEW DIABETES AND HYPERLIPIDEMIA CLASS

Lee Diabetes Care is offering a new program targeting individuals with diabetes and hyperlipidemia. The program will be facilitated by a Registered Nurse and Dietitian, both Certified Diabetes Educators. The presentation will include information on ways to improve lipid levels, with an emphasis on learning how to choose low-fat foods. A healthy lunch and tasty snacks will be

provided. Educational handouts and recipes will be available. The program is scheduled for Monday, September 22, 2003, from 11:00 AM - 1:00 PM at Lee Memorial Hospital, Medical Staff Conference Room. Registration for the class is \$30.00, which includes lunch. Please have your patients call Lee Diabetes Care at 334-5200 for more information or to enroll.

CHOICES GERIATRIC CARE MANAGEMENT PROGRAM

For many elderly the desire to live in their home setting can be very challenging and often times impossible when they do not have anyone they can turn to for assistance. Their children often do not live nearby and are concerned about how their parents are managing as they age. Lee Memorial Home Health's **CHOICES** (Caring Home Options for Independence and Coordination of Elderly Services) Program is:

- A fee-for-service option that offers caring assistance to assess needs and arrange for and coordinate services for the elderly in their home setting.
- **The only hospital-based private geriatric case management program in Lee County.**

The CHOICES program begins with a referral and an appointment to complete an in-home assessment.

- The Care Manager evaluates the health, psychological, social, financial status and safety of the client in order to determine what type of assistance is indicated.
- A plan is developed that incorporates

recommendations for interventions that are needed.

- Care Managers can arrange for and coordinate a variety of services, including: Personal care, companion, housekeeping or chore services; Medication management Scheduling and coordinating visits to the physician; Transportation; Bill paying; LIFELINE Emergency Response System

Though the goal of CHOICES is to help clients remain in their home setting, often it is in the client's best interest both medically and financially to seek other options. If placement in a skilled nursing or assisted living facility becomes necessary, CHOICES can assist with the entire process. Our care managers are well informed about alternative living arrangements available in the community and can help select the most appropriate setting. Ongoing Care Management, monitoring and advocacy by CHOICES can be continued in these settings.

Referrals from physicians are always welcome. To make a referral call Lee Memorial Home Health at **332-6440** and ask for the CHOICES program.

LEE PAIN SERVICE

Lee Pain Service specializes in the treatment of chronic pain. Since its opening on April 17, 1997, more than 5,000 patients have been treated in approximately 33,000 office visits.

Lee Pain Service offers:

- A full-time clinic at both Cape Coral Hospital and Lee Memorial Hospital.
- Medical staff that is comprised of Gene Mahaney, M. D., Medical Director, Velimir Micovic, M.D. and Gilberto Acosta, M.D. All three physicians are fellowship trained and board certified in Anesthesiology and Pain Management.
- Nurse Practitioners specially trained in pain management.
- Chronic pain management
- Acute pain patients for shingles or post-herpetic neuralgia and cancer pain.

- Physicians on-call coverage seven days a week for in-patient consultation at all three hospitals.

The physicians at Lee Pain Service are consultants and require a referral from a primary care physician or specialist office. Referrals can be made for either location. The Lee Memorial scheduling number is **336-6929** and the Cape Coral scheduling number is **573-5410**. The nurses on staff have put together a 20 to 30 minute informational presentation regarding the services we provide and will present to your staff. If you are interested in scheduling a presentation, please contact Mary Alice McHale at 334-5715.

THE CHILDREN'S HOSPITAL MEDICAL DIRECTOR RECEIVES RECOGNITION

Dr. Bob Arnall, Medical Director for the Children's Hospital of Southwest Florida, has been named the 2003 R. David Thomas Child Advocate of the Year by the Children's Home Society of Florida. The award, which was named after R. David "Dave" Thomas founder of Wendy's recognizes individuals or groups that have made a significant impact toward improving the lives of Florida's children.

SPEAKER/MARKETING OPPORTUNITIES FOR PHYSICIANS

The Share Club is looking for physicians to present education lectures for their members or articles for the Share Club Newsletter.

Interested physicians should contact Teresa Frank, Share Club Coordinator at 772-6298.

MEDICAL STAFF HOTLINE

FOR MEDICAL STAFF ISSUES OR CONCERNS,
CALL THE MEDICAL STAFF HOTLINE AT 334-5700.

CONTINUING MEDICAL EDUCATION - CME SEPTEMBER 2003

"STROKE: RISK STRATIFICATION AND PRIMARY & SECONDARY PREVENTION MODALITIES"

David Sherman, MD

Professor and Chief of Neurology

University of Texas Health Science Center

Tuesday, September 23, 2003

7:00 – 8:00PM

Lee Memorial Hospital Auditorium

**RSVP by September 19th – Dinner 573-
5680**

"HEART TRANSPLANTATION UPDATE: Latest Strategies in Patient Management"

Cedric Sheffield, MD

Surgical Director, Heart Transplant Program

Tampa General Hospital, Life Link Transplant
Institute

Wednesday, September 24, 2003

6:30 – 7:30PM

Lee Memorial Hospital Auditorium

**RSVP by September 22nd - Dinner
573-5680**

"LASIK AND CONDUCTIVE KERATOPLASTY"

James Croley III, MD

Tuesday, September 30, 2003

12:30 – 1:30PM

**Cape Coral Hospital –
Meeting Room "A"**

"GYN ONCOLOGY FOR CLINICIANS: 2003 AND BEYOND THE QUEST FOR BEST PRACTICE"

***Current Advances in the Management of
Cervical Disease***

Groesbeck P. Parham, MD

Professor in the Division of Gynecologic
Oncology, University of Alabama at
Birmingham

Ovarian Cancer: Best Practice

Robert E. Bristow, MD

Associate Professor, Department of
Gynecology, The Johns Hopkins University
School of Medicine

Surgical Staging: How it Benefits Patients

James W. Orr, Jr., MD

Director of Gynecologic Oncology and
Gynecologic Oncology Research for Lee
Cancer Care

Building on the Basics: How to Develop Advanced Skills for the Oncology Certified Nurse

Sharon A. MacDonald, RN, MSN

Executive Director, Oncology and Women's
Services, Lee Memorial Health System.

Friday, September 26, 2003

11:30 – 12:00PM Lunch

12:00 – 4:20PM CME Lectures

The Hilton Garden Inn, Ft. Myers

**RSVP by September 19th – Lunch
336-6137**

If you have questions or would like to submit an article to *Medical Staff News*, please contact Joanne Gorgone, RN, BSN, CME
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