Abstract Title: Creating a Physician Advisor Program to support Clinical Documentation Integrity
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Background/Significance: Clinic Documentation Integrity (CDI) programs facilitate accurate representation of a patient's clinical status, disease burden, co morbid and major comorbid conditions and scope of services/ procedures provided, translating that information into coded data. That data is used to bill and collect reimbursement, generate accurate quality scores and ensure informed decision-making to support high-quality patient care. Clinicians are increasingly being utilized as advisors in various aspects of healthcare delivery. M Health Fairview has developed a robust CDI program but lacks a structured clinical advisor role to support the inpatient coding team and CDI specialists.

Purpose/Objectives: This project's purpose is to develop a CDI Physician Advisor (PA) team to liaise between the CDI team, inpatient hospital coders, medical staff and other partners. The PA lead (myself) and team will serve as key stakeholders in the CDI program to improve documentation capture using peer to peer outreach, ongoing coding/payer requirement education, and electronic medical record and coding solutions to submit query escalation/clarification to providers and leaders.

Methods/Approach:
- Present best practice for comprehensive CDI program to include PAs, obtain approval and funding source
- Create CDI PA role, interview and hire from specialties based on calculated opportunities
- Collaborate with vendor/CDI team to create education and training needs
- Design workflows for PAs to liaise between the CDI team, hospital coders and medical staff
- Implement document templates and alerts in the electronic record to augment capture of severity of illness, risk of mortality and specific conditions
- Develop dashboard to monitor query metrics and troubleshoot physician/CDI dynamics
- Leverage national benchmark data to identify and address documentation opportunities
- Translate cases into quality data metrics to educate providers on CDI
- Develop individualized, data driven, clinician education including onboarding and ongoing training for clinicians (residents, physicians, advanced practice providers)
- Utilize technology to ease the burden of documentation requirements, enhancing provider satisfaction and reducing burnout

Results/Outcomes: Support and funding was approved, job description created and posted, seeking specialists with surgical, cardiovascular, hospitalist and intensive care expertise. Vendor collaboration with CDI for education has been secured. Documentation templates have been created and are in use. A dashboard has been created measuring key metrics including query, response and agreement rates, turn-around time, co-morbid condition capture rate, and denial rate.

Discussion and Impact: PA's will work closely with Revenue Cycle and other corporate departments, providers, and payers to remain current with industry changes and documentation requirements. They will leverage reporting, trends, claims data and feedback related to clinical determination to improve program strategy as well as optimize expertise and outcomes better positioning us to become industry leaders in the CDI space.

Next Steps: Hire and onboard advisors who will support CDI program.