

Position Description

Department Clinical Resource Management

Position Title: Clinical Documentation Specialist (CDS)

I. POSITION SUMMARY:

Primary Purpose

This section provides a brief description of the position.

The CDS is responsible for reviewing medical records to facilitate the accurate representation of the patient diagnosis, principal diagnosis, severity of illness and risk of mortality. This involves extensive record review, interaction with physicians, nurse practitioners, physician assistants, and HIM professionals. Active participation in team meetings and education of staff and physicians in the DRG/CDI process is a key role.

Position Reports To: CDI Manager BSN RN

II. EDUCATION AND EXPERIENCE REQUIRED FOR POSITION:

Education:

This section identifies the **required** level of education for the position.

Required — Bachelors of Nursing with 5 years nursing/ICU experience.

<u>Education</u>	<u>Required</u>	<u>Preferred</u>
High School diploma or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
Junior College/Technical School	<input type="checkbox"/>	<input type="checkbox"/>
Bachelor's degree	X	<input type="checkbox"/>
Master's degree	<input type="checkbox"/>	X
Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>
MD	<input type="checkbox"/>	<input type="checkbox"/>

Certification/Registration

This section identifies the **required** and preferred specialized type of licensure, registration, or certification for the position.

Required--The level legally required by the applicable state law to meet the minimum qualifications of the position.

<u>Certification/Registration</u>	<u>Required</u>	<u>Preferred</u>
Bachelor's BSN RN degree with clinical background	X	<input type="checkbox"/>
Certification – Clinical Documentation Improvement Specialist	<input type="checkbox"/>	X
Current RN Nursing License	X	<input type="checkbox"/>

Experience

This section specifies both the **minimum** and **preferred** level of previous position-related experience to perform the duties.

	<u>Minimum</u>	<u>Preferred</u>
No Previous Experience is Required		
Up to 1 Year Experience is Required		
1 to 2 Years of Position-Related Experience		
3 to 5 Years of Position-Related Experience	X	
5+ Years of Position-Related Inpatient Experience		X

Minimum experience includes: 2 years RN patient care in the hospital ICU setting, direct knowledge of current care management, surgical procedures, and treatments.

The **kind** of position-related experience includes:

Clinical expertise in area of responsibility and management of patients in that area: clinical documentation improvement; excellent organizational, analytical, writing and interpersonal skills, builds effective relationships with the healthcare team; demonstrates critical thinking skills; clinical and leadership skills, performance improvement, DRG's, analytical skills, dependable, self directed and pleasant, critical thinking, problem solving and deductive reasoning skills, recent hospital experience, knowledge of Pathophysiology and Disease Process, basic computer skills-familiarity with Windows based software programs, understand and support DRG documentation strategies, navigation of CDI software product (upon completion of training),

	<u>Neonates</u>	<u>Pediatrics</u>	<u>Adolescents</u>	<u>Adults</u>	<u>Geriatrics</u>
Ages of Patients Served by this Position:		X	X	X	X

III. PRIMARY CUSTOMERS OF THIS POSITION:

The ultimate customer is always the patient and the multi-disciplinary team. The multi-disciplinary team includes physicians, residents, nurse practitioners, physician assistants, and the HIM coding team. However, you provide services to other internal and external customers.

Job Specific Accountabilities:

- Exercises critical thinking skills and deductive reasoning with documentation improvement.
- Helps facilitate clarification and specification of documentation in the chart to support the severity of illness and risk of mortality.
- Self directs work-time and prioritizes work activities according to the current daily caseload of initial, concurrent and unanswered queries.
- Identifies appropriate risk factors with minor support in 100% of cases.
- Identifies clinical indicators of illness severity in 95% of cases.
- Identifies appropriate treatment modalities.
- Able to complete 30 cases per day on medical unit and SICU/ICU of combined initial and concurrent reviews.
- Able to complete review of all open cases (concurrent reviews) within 2 business days of last review.
- Formulates clearly defined and compliant queries based upon progress notes, consult notes, lab and radiology reports, risk factors, illness severity, and treatment modalities.
- Daily review of queries to maintain 95-100% response rate from physicians.
- Daily presentation and education with explanation of queries to hospital physicians, and extenders.
- Participate in daily educational opportunities involving physicians/residents.
- Able to input data correctly in >90% of cases.
- Able to generate and edit reports correctly if needed.
- Day-to-day intense oversight of the CDI assigned workflow.
- Able to follow current CDI Processes.
- Manage multiple priorities.
- Able to understand CDI reports and conduct workload around reports.
- Provide necessary feedback and conflict resolution to CDI Team.
- Identifies need to clarify documentation in records, and utilizes strong communication skills with physician, and physician extenders, utilizing appropriate tools to capture needed documentation.
- Works collaboratively with the healthcare team to facilitate documentation within the medical record that supports patient's severity of illness and risk of mortality.
- Provides consultation regarding compliant documentation management for patient accuracy involving SOI-ROM.

- Maintains a DRG acceptance rate of >90%
- Receives agreement with queries in >90% of cases – Physician agreement rate (Best Practice 85%).
- Review of Medicare 90 - 100% (Best Practices >90%).
- Review of all Payers 98 – 100%.
- Obtains physician response to queries within 2 business days – Impact Clarification Rate to Physicians 20-25%.
- Resolves >90% of queries prior to discharge - Physician response rate (Best Practice 85%).
- Demonstrates ability to find cases in CDIS in 90% of cases.
- Clinician/Coder Agreement 90%+.
- Collaborates with physicians, physician extenders and HIM/coders to identify principal diagnosis/secondary diagnoses and procedures, to assign working DRGs for at least 85% of assigned reviews.
- Able to utilize inpatient admission documentation, H&P, consults, progress notes, to assign working DRG.
- Conducts initial and extended-stay concurrent reviews on all admissions, and documents findings in the CDI electronic program denoting all key information utilized in the tracking process.
- Educates physicians on clinical documentation improvement principles, SOI-ROM, DRG assignment for best coding practices.
- Initiates problem-solving techniques to assist physicians in CDI.
- Meets with selected physicians, Intensivists/Pulmonary, Surgeons, Hospitalists, Internal Medicine and Family Practice, and Pediatrics to promote sharing of patient information and administer queries that reflect a more accurate patient profile for documentation
- Demonstrate assertive and proactive interpersonal skills in conversations with physicians and members of the clinical team.
- Coordinates communication among medical consultants and appropriately intervenes to clarify and specify documentation that captures an accurate patient profile for severity of illness and risk of mortality.
- Coordinates with HIM/coder/
- Maintains a query rate of >25 – 35%.
- Initiates and clearly articulates program objectives/benefits to physicians.
- Responds to physician questions in a timely manner.
- Appropriately initiates conversation with coder to discuss DRG discrepancies.
- Utilizes monitoring tools to track the progress of the CDI program, through interpretation of Chartwise reports and data.
- Able to identify areas of focus through report analysis.
- Serves as a resource to physicians and administration regarding issues related to the appropriateness of inpatient DRG assignment.
- Assist in the development of APR/DRG to ensure accurate patient profiles through queries.
- Maintains complete confidentiality of patient information, in addition to hospital and individual physician practice pattern data.
- Provides information and in-services as necessary to physicians and extenders.
- Assists in the training, mentoring and development of new CDI nurses.
- Assists with training and education activities for team, physicians, coders and others on documentation improvement.
- Demonstrates a willingness to discuss positive and negative feedback regarding queries/cases.
- Explains programs to others (i.e., peers/nursing) via scheduled inservices/presentations as needed.
- Collaborates with physicians and extenders concerning queries and compliance.
- Maintains knowledge of new treatment protocols and care modalities, along with research in the area of responsibility.
- Maintains knowledge of new tools and software applicable to core responsibilities.
- Accountability for CDI program.
- Develop strategies that address resistance to the program.
- Promote longevity of program / maintain active support by Administration.