LOST REVENUE AND SUBSEQUENT DOCUMENTATION
IMPROVEMENT STRATEGY IN
THE DEPARTMENT OF PSYCHIATRY

DAVID EARL MD *CO, CHRISTOPHER GAUDIOT MD *CO, ELIZABETH RICHARDSON MD *CO, MARIO CRUZ MD, JOSHUA CORBIN MPA, DONNA SIGL MD, LESLIE MONTGOMERY MHA, ALI NAKIP MD, KYLE FOLEY MD, SHAWN HAZLEWOOD MD, JULIA NGUYEN MD, AND MAURICIO TOHEN MD
(*CO - CONTRIBUTED EQUALLY TO THIS WORK)

PROBLEM:
- ~27-29% of psychiatry notes are down-coded
- Estimated $11,542 per month ($138,504/year) of inpatient lost revenue

RESPONSE:
- Quality Improvement committee created to address the problem
- History of present illness (HPI), review of systems (ROS), history (PMH/SH/FH), and mental status exam (MSE) identified as most common problems. Medical decision making (MDM) also a reason.

SOLUTION:
- Created auto-text templates for HPI, ROS, MSE, and MDM
- Department wide provider training for new auto-texts initiated February 2020.