

**Carson City  
Agenda Report**

**Date Submitted:** January 6, 2015

**Agenda Date Requested:** January 15, 2015

**Time Requested:** 15 minutes

**To:** Carson City Board of Health

**From:** Health and Human Services (Nicki Aaker)

**Subject Title:** Discussion Only: Present and discuss the quality improvement projects conducted within the Public Health Preparedness Division to improve form completion by patients/clients for billing and charting. *(Sandy Wartgow)*

**Staff Summary:** Carson City Health and Human Services' (CCHHS) has a quality improvement plan. The mission of the plan is to continuously improve the quality of our programs, processes, and services so that the department may provide high-performing services which best fulfill the needs of the clients and improve the quality of life within the community.

**Type of Action Requested:** (check one)

Resolution

Ordinance

Formal Action/Motion

Other (Specify) Information Only

**Does This Action Require A Business Impact Statement:**  Yes  No

**Recommended Board Action:** Presentation and discussion only

**Explanation for Recommended Board Action:** N/A

**Applicable Statute, Code, Policy, Rule or Regulation:** N/A

**Fiscal Impact:** No General Fund Impact

**Explanation of Impact:** N/A

**Funding Source:** N/A

**Alternatives:** N/A

**Supporting Material:** PowerPoint – CCHHS QI Project #1 School Located Vaccine Program: Improving Demographic/Documentation Errors


**Prepared By:** Nicki Aaker, MSN, MPH, RN

Reviewed By: N. Aaker Date: 1/6/15  
(Department Head)  
Wichovo Marano Date: 1/6/15  
(City Manager)  
Joseph L. Wood Jr. Date: 1/6/15  
(District Attorney)  
Wang Paulson Date: 1/6/15  
(Finance Director)


**Board Action Taken:**

Motion: \_\_\_\_\_ 1) \_\_\_\_\_ Aye/Nay  
2) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



\_\_\_\_\_  
(Vote Recorded By)



**CCHHS  
QI PROJECT #1  
SCHOOL LOCATED VACCINE  
PROGRAM**




Improving Demographic/Documentation Errors

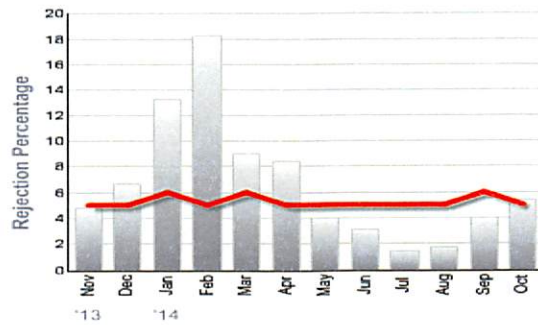


- Project Identification: Form Documentation
  - Issue: Errors were found on forms and inputting of demographic information which resulted in billing errors, decreased revenue, and errors in electronic health records
  - Resources and Support Needs:
    - Form development
    - Training and education
    - Scanning forms into electronic record
    - Administrative support on-site at clinics and entering demographic information into electronic record
    - Supplies to develop and copy forms, supplies to copy insurance information, supplies to review forms on site of clinics, computers to enter information electronically

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## CCHHS RESULT OF ERRORS IN DOCUMENTATION



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PLAN



- Goal: Improve Form Documentation
  - Improvement of the form will result in patients/clients completing required documentation for billing and charting

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 Do


- Establish a Committee to review forms, letters, & packets to be used in outreach clinics and provide feedback on improving the forms - Completed March 2014
- Forms were developed and packets were developed on colored paper
- Improved links on website for parents to get information - Completed April 2014 and used for Tdap clinics, further feedback provided and final forms and packets developed in July 2014 to be released to schools and clinics for use in August 2014

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 Do


- Training of Forms and Processes to be used during outreach clinics - All staff and volunteers utilized in the outreach clinics completed a Power Point training at CCHHS prior to flu clinics (August and September 2014)
- Training of Forms was completed with School Health Service staff- August 2014
- “Hot Wash” meetings were utilized during events and after events to correct errors found on forms immediately. Errors found were communicated to staff to improve documentation issues.

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## CHECK



- Long Term Changes: Decrease our error rate on documentation by utilizing our Billing Clearing House data collection of errors found in claim submission. Billing error rate is set at 5% as our overall improved goal.
- Additionally: we have set up a spread sheet to collect errors found while entering demographic information into the electronic record. This will be reviewed with committee for further form development and processes at outreach clinics

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## DATA

- 12 month Report Card- Gateway/Trizetto

Month/Year	Total Claims	Gedi Errors	Gedi Errors Percent	Payer Errors	Payer Errors Percent	Total Errors	Total Errors Percent	Gedi Total Errors	All Gedi Sites
Nov-13	873	17	1.95%	25	2.86%	42	4.81%	1144523	5%
Dec-13	1356	46	3.39%	44	3.24%	90	6.64%	1239465	5%
Jan-14	780	34	4.36%	69	8.85%	103	13.21%	1554216	6%
Feb-14	504	26	5.16%	66	13.10%	92	18.25%	1282519	5%
Mar-14	709	22	3.10%	42	5.92%	64	9.03%	1586088	6%
Apr-14	639	35	5.48%	19	2.97%	54	8.45%	1409010	5%
May-14	76	0	0.00%	3	3.95%	3	3.95%	1382994	5%
Jun-14	322	1	0.31%	9	2.80%	10	3.11%	1376052	5%
Jul-14	277	3	1.08%	1	0.36%	4	1.44%	1397950	5%
Aug-14	476	4	0.84%	4	0.84%	8	1.68%	1335135	5%
Sep-14	200	4	2.00%	4	2.00%	8	4.00%	1733163	6%
Oct-14	881	3	0.34%	44	4.99%	47	5.33%	1503577	5%

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## DATA COLLECTION

- Tally Error Sheet 2014-2015

Billing Demographic Errors- Tally Sheet
Patient Name Illegible
Patient Date of Birth Missing or Incorrect
Insurance ID missing
Policy Holder Name Missing
Policy Holder Date of Birth Missing
Additional Errors found

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ACT



- Report Card will be evaluated February 2015 for error rates
- Data from report card and tally sheet will be shared with committee
- Committee will look at further opportunities for improvement to forms and processes
- Do We ADOPT, ADAPT, or ABANDON changes?

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## THANK YOU!

- Have you met Hermie the Germie?
- You never know when you will see our Medical Officer prancing around as a Germ.



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