

# Encounter Data – Considerations for Improvement

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As part of the CPCA webinar – Encounter Data: Beyond the Who, What and When for FQHCs

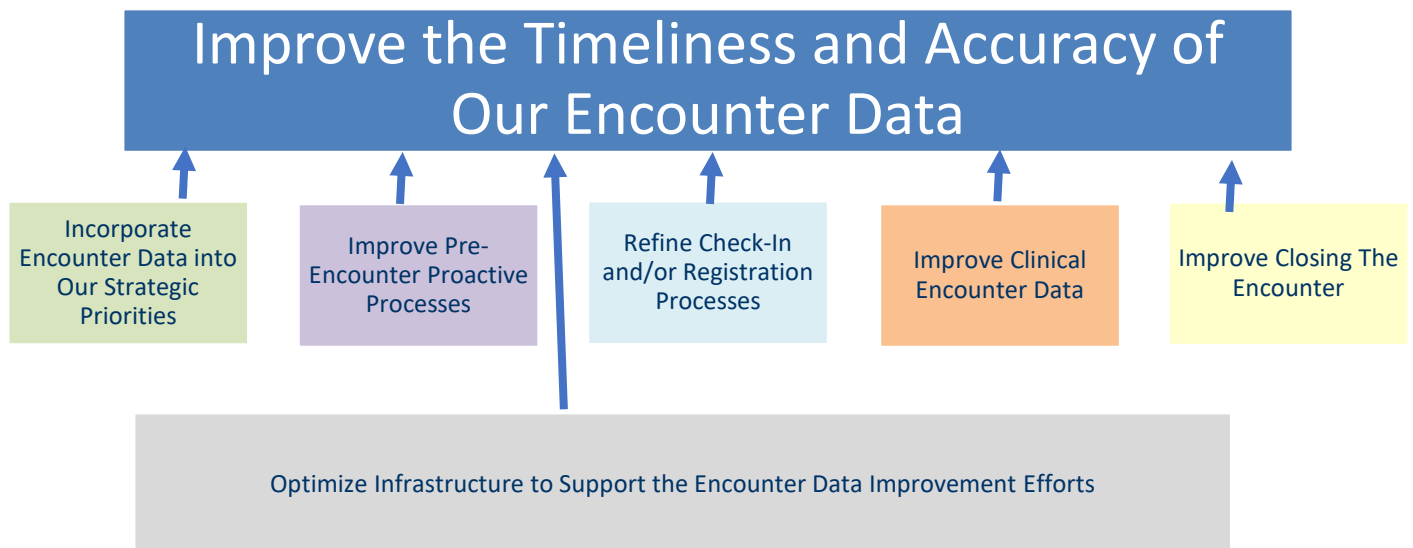
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The following tables provide a framework and checklist of considerations for improvement projects that federally qualified health centers (FQHCs) may initiate toward the aim of

## Improving the Timeliness and Accuracy of Our Encounter Data

The framework proposes 6 areas of focus or primary drivers that could lead to the overall aim of improving the timeliness and accuracy of encounter data. Each area of focus is then broken out into core improvement projects and subsequent activities and/or considerations are listed.

Please note: This is not intended as a comprehensive listing of areas of focus and/or supporting activities but a framework to consider. Each organization should prioritize areas of improvement focus that fit their specific circumstances and needs. Additionally, each organization should develop and expand upon the specific activities needed for their improvement efforts.



<b>Incorporate Encounter Data into Our Strategic Priorities</b>	Authorize and Resource Improvement Project(s) for ED	Project is staffed with, at a minimum, an Executive Champion, QI and a Finance/Billing lead
		Project has the resources (time, tools, budget, etc.) it needs to achieve successful outcomes
		There is a lead given accountability and empowerment to drive the project
		The organization's staffing model include revenue cycle management and certified billing/coding expertise
	Increase Advocacy and Communications	Coordinate with CPCA and/or Regional Associations, collaboratives, initiatives, etc. – to communicate specific CHC needs
		Coordinate with advocacy efforts at regional and state levels for funding and comprehensive reimbursement
	Enhance IPA/MCP Relationships	Leverage data for optimal contracting terms
		Champion timely access to reports and resources
		Confirm contracting, utilization, quality and claims points-of-contact

<p><b>Improve Pre-Encounter Proactive Processes</b></p>	<p>Verify Eligibility and Assignment</p>	<p>Review, refine, and establish structured processes for:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Confirming patient eligibility and assignment (prior to the encounter) with DHCS and Plans</li> <li><input type="checkbox"/> Addressing challenges with eligibility and re-assignment as necessary</li> </ul>
		<p>Document policies and procedures – creating necessary checklists to reflect the processes</p>
		<p>Create and implement associated training program</p>
	<p>Verify Provider Credentialing</p>	<p>Review, refine, and establish structured processes for credentialing providers per DHCS and Plan requirements</p>
		<p>Document policies and procedures – creating necessary checklists to reflect the processes</p>
		<p>Create and implement associated training program</p>
	<p>Verify Additional Authorizations – coverage limits, co-pays, etc.</p>	<p>Review, refine, and establish structured processes for completing any additional requirements for authorizations, coverage limits, etc.</p>
		<p>Document policies and procedures – creating necessary checklists to reflect the processes</p>
		<p>Create and implement associated training program</p>

<b>Refine Check-in and/or Registration Processes</b>	Assess and Refine Process Flows	Assess process flow, data entry, and completion of check-in/registration processes for areas of improvement
		Confirm/Re-confirm patient eligibility and assignment
		Confirm/Re-confirm provider credentialing and/or supervising provider assignment
		Document policies and procedures – creating necessary checklists to reflect the processes
		Create and implement associated training program

<b>Improve Clinical Encounter Data</b>	Improve Documentation of Procedures, Treatments, and/or Referrals	Review and establish processes to update reference materials for proper procedure, treatment, referral and diagnostic codes
		Incorporate updated codes (e.g. creating quick lists, etc.) into EHR
		Create and implement associated training program

<b>Improve Closing Out the Encounter</b>	Establish and/or Improve Coding Review Processes	Review and establish process for review of coding associated with the encounter
		Document policies and procedures – creating necessary checklists to reflect the processes
		Create and implement associated training program
	Improve Data Submission Processes	Review and establish process for the submission of encounter data – as a claim, as a data set, through a clearinghouse, directly to the plan, etc.
		Document policies and procedures – creating necessary checklists to reflect the processes
		Create and implement associated training program
	Establish and/or Improve Error Review, “Closing the Loop” Processes	Review and establish process for receipt of error reports (e.g., rejections, denials, etc.)
		Review and establish process for review, identification of root cause(s) for errors, and implement corrective action
		Document policies and procedures – creating necessary checklists to reflect the processes
		Create and implement associated training program

<b>Optimize Infrastructure to Support the Encounter Data Improvement Efforts</b>	Optimize Use of Systems	Confirm EHR and associated features are up-to-date, turned on, functioning properly
		Establish an alert review process with regular cadence for system updates/upgrades
		Optimize electronic data capture (scripting, template use, etc.), auditing, review and submission features; reduce/minimize manual interventions needed.
		Document policies and procedures – creating necessary checklists to reflect the processes
		Create and implement associated training program
	Leverage Internal Data for Tracking and Reporting	Define an actionable measurement plan – monitoring outcomes and processes with established targets for “success” and frequency of review
		Create/refine reporting templates and data dashboards to track metrics and improvement efforts
		Create access to reporting templates and information for appropriate roles to allow for regular review and inform action steps
		Create and implement associated training program