

# OPTIMISTIC

TRANSFORMING CARE

## How to complete an OPTIMISTIC Self-Audit

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# Who We Are



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# What we will cover today

1. Why the is self-audit important
2. How to use the self-audit tool.
- 3 How to interpret the results
4. How to resolve issues uncovered by the self-audit



# Key Takeaway 1:

## Why is a self-audit important?

- Audits expose:
  - systematic issues
  - documentation issues
- A Self-Audit will prepare you for the CMS guided chart review

# Key Takeaway 2:

## How do I use the self-audit tool?

- Anything that is red is bad
- Contains drop downs and easy to use formatting
- Suggest you audit 10 previous certifications
- Only use documentation found in the medical chart!

# Key Takeaway 3: How do I interpret the results?

- Pay close attention to timing
  - Days taken to certify
  - Average length of certification
  - Billing dates
- All documentation needs to be 100%
- Identify when your nurses stop documenting



# Key Takeaway 4:

## How do I resolve systemic issues?

- **Timing Issues:**
  - Ensure effective communication with providers
  - Clarity with the billing office
- **Documentation**
  - Review guidance sheet in morning meeting.
  - Discuss in morning rounds/GEMBA
- **Nursing Documentation Trend**
  - Provide clear guidance to nursing staff
  - Ensure nurses are documenting throughout the certification

# Key Takeaway 4:

## How do I resolve practical issues?

- Inappropriate bills
  - Withdraw – how do they pay back?
- Missing MD note?
  - Get the note from the provider
- Missing CIC documentation
  - Can't bill - withdraw
- Missing nursing documentation?





# Questions?

- Can someone share an effective communication practice?
- Can someone share the incorporation of OPTIMISTIC in morning meeting?
- Has anyone done a self-audit?
- Has anyone withdrawn a claim?

# Reminder

- If you are a Payment Only Nursing Home & you participated in this webinar, your August Engagement call will be cancelled.