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## CDI: Clinical Documentation Improvement

**By Pamela Stence, RN, BSN, MSN, CCDS**

**Director, Clinical Documentation Improvement, Sharp HealthCare**

The Clinical Documentation Improvement (CDI) Program here at Sharp HealthCare has now been in place for over five years. Many of you may have heard of CDI or even received a query from CDI, but do you know why the CDI Program is in place and what is the value of the program for a physician or surgeon? The answer is that there can be both an increase in quality scores for physicians which impacts publically reported data (Leapfrog, Health Grades, etc.) as well as an increase in financial reimbursement for physicians individually or practice groups.

The CDI Program was started in October 2013 in response to the ICD-10 Coding initiative which took place in 2016. It was known that the entire coding system based upon physician documentation was going to have significant changes requiring more specificity in documentation. In addition an audit showed that by improving the quality of physician documentation, there was an opportunity for an increase in reimbursement and quality scoring which includes Severity of Illness and Risk of Mortality.

The CDI Specialists are a team of RN's with a minimum of five years of clinical experience in various specialties who are trained in coding/reimbursement methodology as well as to review EMR documentation for an accurate and appropriate description of the patient condition and care received during their inpatient stay. The key is to read not just what has been written, but to assess clinical indicators for what is missing and ensure needed specificity is there as well. An added benefit is that as more specificity and comorbid conditions are documented, often the allowed length of stay also increases as a result of showing how sick the patient really is.

Hierarchical Condition Categories (HCCs) are a topic that has become very important to physicians over the last few years. HCCs are used as a risk adjusted quality and cost measurement for CMS pay for performance programs. Failing to capture HCCs in documentation may lead to lower reimbursement. CDI began reviewing for clinical indicators for HCCs and have incorporated them into their review and query process.

Physician education is a key component of the CDI Program and process. We provide a physician education topic on a monthly basis and present it at meetings as well as have it posted through physician documentation areas of the hospitals. We include a topic definition and documentation tips as well as a reference to the evidence based practice resource. Incorporating this information into your documentation practice not only improves the quality of your documentation, but also assists in avoiding a query being sent. We are working with the Sharp CME team to incorporate education to the monthly

*(continued)*

meetings, one-on-one's with physicians and meeting presentations. In addition, the CDI team works with service lines and committees to assist in ensuring documentation is incorporated into clinical practice.

The CDI team can be value added to physician practice, assisting in high quality documentation, improved quality scores and improved reimbursement for both hospitals and physicians. If there is any way we can assist you, please feel free to reach out to me at [pamela.stence@sharp.com](mailto:pamela.stence@sharp.com).

## HRO at Sharp HealthCare

### HRO Workshop Facilitators Providing the Sharp Experience

**By Heather L. Clemons, MS, MBA, ATC**

Lead CME Associate

As of January 2018 after a training course and a live test out I became an HRO workshop facilitator for new Sharp employees. Since the beginning of the year I have had the opportunity to teach a handful of workshops, each with a different partner facilitator, each outstanding. It has been an amazing opportunity to get to teach with so many quality facilitators who are so passionate about high reliability and its role at Sharp HealthCare.

Being allowed to utilize my teaching skills to help grow and shape the high reliability culture has been an extremely positive experience. I am privileged to be part of such a passionate and capable group of facilitators who are so committed to Sharp, high reliability and the Sharp Experience that they are willing to step away from their "regular jobs" to welcome the latest group of new Sharp employees into the fold. Each student group is unique in its own way, but I am always renewed to the high reliability commitment each time I teach a workshop and help give the tools of success to the group.

Thank you to my manager, CME Director, Loretta Thompson, for allowing to expand my role in Continuing Medical Education to include supporting Sharp's high reliability culture. Thank you to all the facilitators across Sharp who make the time to prepare and teach workshops regularly. Your passion and effort is helping grow the high reliability culture across Sharp HealthCare. I am proud to be among you and part of the work we have all done as Sharp becomes more highly reliable everyday.

## What's New in CME

### John Churchwell, PhD

Prior to joining Sharp, John worked as an instructional designer with Pearson online learning services. While there, he served in a partnership with the University of Southern California across a number of masters programs, most notably in public health and executive health administration.

His academic background is in cognitive neuroscience where he received his PhD. After conducting research on the neurobiology of learning during his graduate training, he joined the University of Utah Brain Institute and Department of Psychiatry as a research fellow where he became a faculty member. During his time at the brain institute, he completed federally funded research on neurodevelopment, decision making, and substance abuse.

In his free time he likes to get outdoors, read, and cook.



**John Churchwell, PhD, CME Associate**

## Physician Spotlight:

### Rokay Kamyar, MD, Leads CME at Sharp Grossmont Hospital

**Rokay Kamyar, MD, DMSc, FACC, AGAF**

Medical Director for the Endoscopy and Special Procedures Unit, Sharp Grossmont Hospital



Rokay Kamyar, MD, has been integrally involved in teaching and learning in some form for nearly 40 years. From his time in medical school and post graduate study in Tokyo, Japan (1963 – 1976) through his US residency and fellowship (1976 – 1980), up until now as Medical Director for the Endoscopy and Special Procedures Unit at Sharp Grossmont Hospital. Investing in the education and development of others has been integral to his career and professional philosophy. The value of education was made especially clear during his experience as the Medical Director for Utilization

Review with its keen focus on quality assurance and patient safety.

Throughout his career, Dr. Kamyar has been a lecturer, clinical instructor, clinical assistant professor, teaching attending and most recently, Chair of the Sharp Grossmont Hospital CME Committee. He sees CME as an important avenue for supporting the quality of Sharp Grossmont and its practitioners. He believes a strong CME program is part of what makes Sharp Grossmont Hospital the jewel of East County San Diego.

In the five years since Dr. Kamyar has been the chair of the SGH CME Committee there has been ongoing growth of the CME activities at SGH. This is particularly evident with Grand Rounds. SGH's Grand Rounds is the only Grand Rounds in the Sharp system that happens on a weekly basis. Grand Rounds, a multi-disciplinary activity, highlights a wide range of topics and specialties. Speakers typically include local and regional experts, including many Sharp physicians suggested by medical staff and chosen by the devoted CME Committee members. In its latest iteration Grand Rounds are broadcast as a live webinar throughout Sharp, expanding the reach and impact of this education beyond the walls of Sharp Grossmont Hospital.

Dr. Kamyar's impact at Sharp Grossmont Hospital can be felt not only through his passion for providing quality endoscopy care to East County residents at the newly named Sharp Grossmont Hospital Kamyar Endoscopy Suite, but will be ongoing because of his passion to provide high quality CME to Sharp practitioners.

To learn more or be sent the link to participate in SGH Grand Rounds online contact the CME Department at [cme@sharp.com](mailto:cme@sharp.com).

## Pharmacy Spotlight:

### SHC Integrative Healing Forum: Using Integrative Therapies as an Adjunct to Pain Management

**Angie Wong, PharmD, BCCCP**

Critical Care Clinical Pharmacist Sharp Memorial Hospital

I was one of the speakers for the panel discussion representing pharmacy to discuss many of the issues related to opioid use. Before the session began I was talking to other members of the panel and I was impressed by their depth of knowledge and expertise.

This forum offered a multi-modal approach to treating pain, including acupuncture, aromatherapy, biofeedback, healing touch, yoga, reiki, massage, and spiritual care. I was blown away by the comprehensiveness of this Integrative Therapy forum and actually wished I was a participant so I could go to many of the breakout sessions to learn more about them.

After the evening I became a believer of the power of healing touch and would definitely recommend it to my pain patients. I would highly recommend Sharp sponsor this event multiple times throughout the year since this is such an useful and practical topic that affects virtually everyone we know. Healthcare providers can use the tools learned to help many people around us and to further reduce opioid use and abuse.

## Activity Spotlight: Looking Back

### Intersection of Food and Health

The 2016 Collaborative San Diego Community Health Needs Assessment (CHNA) identified food insecurity and access to healthy food as the leading social determinant impacting the San Diego community. Generally, socioeconomic factors account for 40% of the overall impact on health; the largest factor.

The CME Department has been collaborating with Sharp Communities Benefits Department to help address community/population health in San Diego County.

The system-wide awareness campaign via educational curriculum has focused on defining food insecurity, its impact on the San Diego County community, and engaging Sharp physicians, pharmacists, and employees to assess for and refer the food insecure.

Improved awareness has led to practice specific improvements across both medical groups. Sharp Community Medical Group has integrated two validated food insecurity questions in the electronic health record while Sharp Rees-Stealy Medical Group has begun using push notifications to address the same questions among their patients.

This multifaceted Food Insecurity Education is a unique, first time, collaboration between the CME Department and the Sharp HealthCare Community Benefit Program positively impacting patient outcomes. Social determinants research has shown, "your zip code says more about your health than your genetic code" and social determinants of health continue to be a major barrier to quality of care. The targeted education has moved beyond typical CME that focuses on improving physician knowledge, competence and clinical performance to more directly impact patient outcomes by focusing on local public and community health needs.

## Activity Spotlight: Looking Forward

### Upcoming Conferences

#### [SHC Hip Preservation: Comprehensive Examination of the Hip to Guide Surgical Decision-Making](#)

May 15, 2018, 6 pm - 8:30 pm

Sharp Health Plan , Tech Way 124-125, San Diego, CA

Presented by, **Hal David Martin, DO** Baylor University Medical Center at Dallas.

#### [SHC Do No Harm - Patient Safety Conference](#)

September 21, 2018, 7 am - 1 pm

Paradise Point Resort & Spa, San Diego, CA .

Sharp's annual patient safety conference will continue to focus on improving the culture of safety throughout the organization.

#### [SCMG Annual CME Conference](#)

September 28 - 30, 2018

Hyatt Regency Huntington Beach Resort and Spa, Huntington Beach , CA .

The 19th annual Sharp Community Medical Group conference for primary care physicians, specialists, nurse practitioners and physician assistants will provide a range of relevant educational content designed to help you deliver the highest quality care. Our speakers will focus on cardiology, mindfulness, dermatology, diabetes, lab ordering, diabetes, food insecurity, allergy and asthma, ophthalmology, end-of-life communication and more.





## Upcoming Events

The most current list of upcoming CME and CPE activities can be found on the CME Portal. You can also view your transcripts and certificates; complete evaluations; update your personal information; and sign up for other activities.

Remember, your CME Portal account username and password may not be the same as your Sharp login credentials.

If you need any assistance, please contact:

**CME Department:** (858) 499-4560

**Technical Assistance Center:** (858) 627-5000

### To access the CME Portal:

1. Visit: [www.sharp.com/CMEPortal](http://www.sharp.com/CMEPortal)
2. Sign In
3. Select My CME to access your account



Jerome C Stenehjelm, MD (left),  
Angie Wong, PharmD, BCCCP (right)  
**Sharp Integrative Healing Forum**



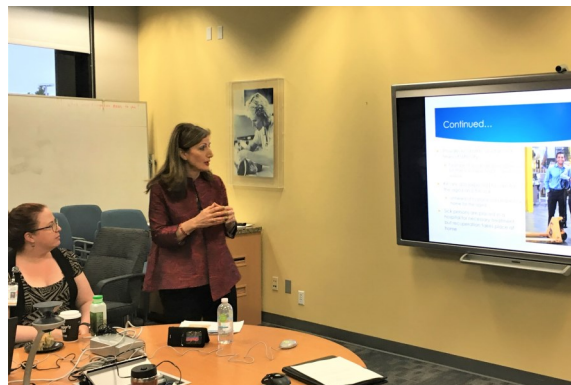
From left to right: Arvin Narula, MD, Hirsch Mehta, MD,  
Brian Jaski, MD, David Cork, MD.  
**Inaugural SMH Monthly Cardiac Conference**



Fernando Cervantes (left), Mike Murphy, CEO  
of Sharp HealthCare (right)  
**Employee of the Month**



Kevin S. Smith, MD  
**SHC Integrative Healing Forum**



From left to right: Elizabeth Callahan EdD, Bernadette Talia, LCSW  
**Sharp Equality Alliance Breakfast Forum:  
The Chaldean Experience and its Influence on Health Care  
Expectations**



John Gordon III, MD, (left) , Brian Jaski, MD (right),  
**Inaugural SMH Monthly Cardiac Conference**