Clinical Documentation received by Referring Provider

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The KPI was created to rule out the fact that requests were not being sent due to notes not being signed, the misses were sent, just not within 48 hours stated on the KPI.

It was discovered that the cc requests never sent did not appear on the report run by HIM department daily. This is a glitch with the EMR currently being used, the Data Analyst is working with their team to resolve.

**Baseline Metrics/Current State:**

The current process for Referring Providers to receive the CC Requests.

- Treating Provider enters CC request
- HIM runs reports of CC requests
- EMR verified GO in chart if applicable
- Documentation is printed and sent to referring Provider
- Receiving office scans documents into EMR

**Graph:**

The graph below displays CC requests made. All requests on the report were sent out, requests not sent were not on the report, 2 examples were deleted by Provider for unknown reasons and not sent. A total of 6.57% were not sent.

![Graph showing CC requests and their outcomes](image-url)

**Root Cause Analysis:**

- The KPI was created to rule out the fact that requests were not being sent due to notes not being signed, the misses were sent, just not within 48 hours stated on the KPI.
- It was discovered that the cc requests never sent did not appear on the report run by HIM department daily. This is a glitch with the EMR currently being used, the Data Analyst is working with their team to resolve.

**Outcomes:**

Below is the temporary process put into place until report was corrected:

1. Providers will send intake folders to HIM within 48 hours of appointment.
2. HIM will check EMR for CC request.
3. HIM will send CC request.

This chart displays all request made were captured on the report. The 3 requests not sent were at the Providers request, not an error.

![Temporary process chart](image-url)

**Next Steps**

- Providers will run CC request daily, follow up all pending requests.
- HIM will update policy.
- Providers will enter CC request correctly.
- Record and final sign all notes within policy guidelines.
- Monitor staff performance.
- Educate staff on all policy and procedure changes.