

**Case Study: Customized Physician
Advisor Support, 120-Bed University
Affiliated Medical Center in California**

Abstract

Brundage Group provided physician advisor support for a facility that is part of a large health system, beginning in April 2018. A review of the facility’s quality metrics revealed that the high quality of care being provided by its physicians was adversely portrayed in the medical record. Brundage Group partnered with the hospital’s clinical and administrative leadership teams to formulate a plan of action to ensure the hospital’s quality of care was accurately reported. With an initial focus on O:E mortality, Brundage Group provided physician education to ensure the clinical documentation was reflective of the hospital’s high-quality clinical care. In addition, the O:E education provided an opportunity to educate the medical staff on documentation for medical necessity and clinical documentation integrity topics.

Solution	Actual Impact
Case Review	1.06 reduction in morality O:E
On-Site Education/Support	.2% quantifiable increase in CMI \$10 million positive impact to revenue

*“My team conducted a survey after this long-term project specific to the physician advisors’ impact on the providers. We had a **90% satisfaction** ranking from our physicians on Brundage Group’s peer-led documentation support and physician advisor services.”*

-Chief Medical Officer

Challenge

Our client hospital, a 120-bed university affiliated hospital, identified a steady increase in its reported mortality ratios and recognized the need for assistance. The increase in observed to expected mortality was creating concerns that the hospital, while providing high quality care, was not getting proper credit via the publicly reported data. Brundage Group was engaged to assist the hospital in identifying the cause of the increase in O:E mortality and develop a remediation plan to correct the problem. The facility expressed major concerns at the onset of the project as prior education efforts produced minimal success with limited physician buy-in.

Solution

Brundage Group proposed a focused review of specified cases, coupled with consistent on-site education by our physician advisors, to ensure that clinical documentation accurately portrayed the clinical care being provided to patients. Our physician advisors also educated the medical staff on medical necessity documentation and clinical documentation integrity.

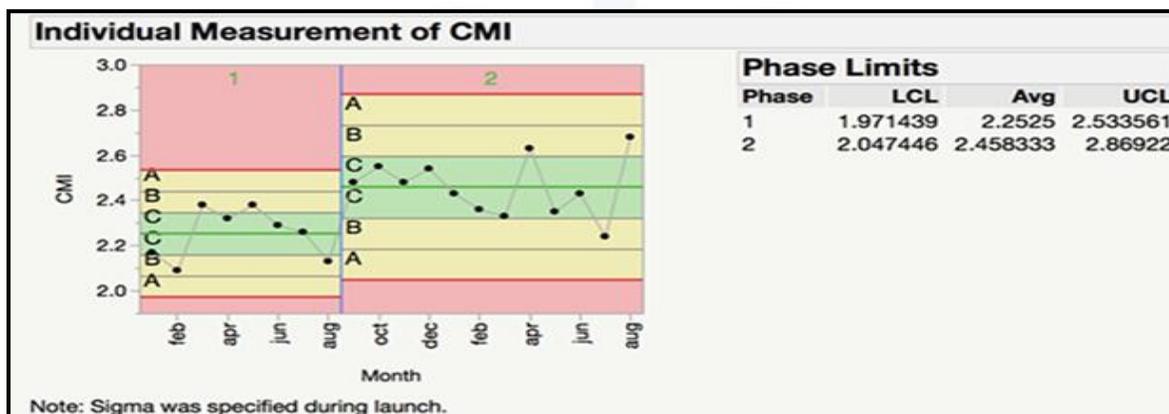
Outcome

At the start of the project, the client's O:E mortality ratio was 1.82, and within 3 months it had decreased to 0.62, which was maintained for the remainder of the year. Using the best practices implemented by Brundage Group, the project was transitioned to the hospital's internal team.

Testimonial

Message from the Chief Medical Officer –

"Prior to the Brundage Group engagement, our monthly CMI average was 2.25. In the year after Brundage Group began documentation education and physician advisor support, our monthly CMI was 2.46. That increase of .21 translates into an increase of \$10,000,000. We spent approximately \$100,000 on this project. To confirm that the CMI changes were not by chance, I ran a statistical analysis on the data. As you can see on the control charts below, there was a statistically significant change in the CMI that began in September of 2018, the month after Brundage Group began. This persisted through [August 2019]."



ABOUT BRUNDAGE GROUP

Brundage Group is the trusted choice of hospitals for comprehensive CDI and revenue cycle solutions. Our clinical physicians and documentation/coding experts support hospitals nationwide with physician-to-physician education, quality documentation improvement, CDI services, denials management, patient status assignment, medical necessity documentation education, utilization review and query support.

Get credit for the high-quality care you provide!