

## Abstract

---

Brundage Group provides Level of Care (status determination) and peer-to-peer solutions in support of a 300-bed independent magnet facility, since October 2017. Brundage Group first engaged the hospital by working with its clinical and administrative leadership teams to formulate a plan of action to stabilize the increasing percentage of observation cases. Brundage Group works with the hospital to improve status assignment through physician-to-physician education and expert reviews on difficult cases.

Solution	Actual Impact
Level of Care/ Medical Necessity Review	58% reduction in inpatient downgrades
Peer-to-Peer Denials Support	84% overturn rate

## Challenge

Our client hospital, a 300-bed magnet facility and level 2 trauma center, identified a steady increase in observations and recognized the need for assistance. The increase in observations was creating resource constraints and impacting revenue to the hospital. Brundage Group was asked to identify the cause of the significant increase in observation cases and to develop a remediation plan.

Data analysis from our proprietary analytical tool, Certus Navigator™, revealed a high percentage of downgrades from inpatient to observation status for patients with a high severity of illness (SI) and expected high intensity of services (IS). The analysis suggested physicians were not documenting effectively to support medical necessity for inpatient hospitalization.

## Solution

Brundage Group developed a multi-pronged approach to identify the problem beginning with an assessment of medical necessity documentation by performing retrospective reviews of status determinations. The reviews focused on documentation opportunities for both medical necessity and clinical documentation integrity.

Brundage Group also performed concurrent medical necessity reviews, providing real-time feedback directly to the attending physician and utilization review team. The reviews included a medical necessity opinion and when needed, direct communication with the attending physician to discuss documentation strategies to capture medical necessity.

Opportunities identified from the retrospective and concurrent reviews were used to develop customized, physician-to-physician education that was delivered via a series of on-site lectures. The presentations included actual facility case studies to demonstrate documentation strategies that effectively support patient status in the hospital.

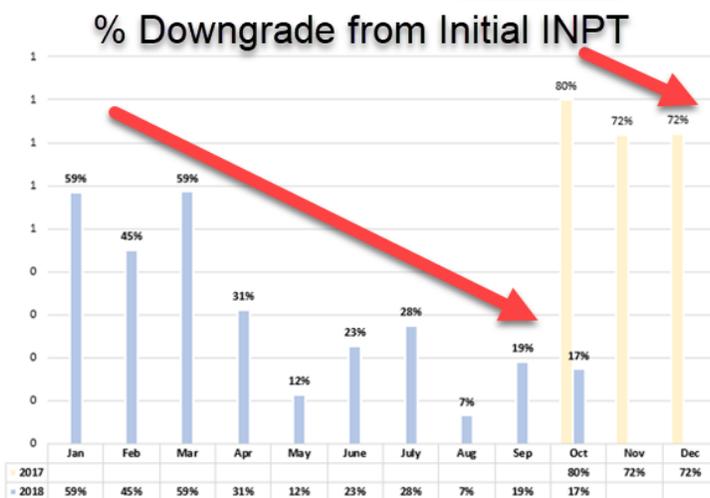
By utilizing Certus Navigator™, Brundage Group was able to quickly identify physicians who had observation percentages that were significantly higher than expected. These physicians were selected to receive more focused reviews and education as needed.

In addition to level of care determinations, Brundage Group provided peer-to-peer support and physician-based denial support to this client.

## Outcome

Through the combination of concurrent, real-time and retrospective reviews with direct physician-to-physician education, **Brundage Group made an immediate impact by reducing the percentage of downgrades from an average of 75% to 59% within three months, and to 17% within a year** from high risk cases identified for downgrade.

The reviews revealed documentation opportunities to effectively support medical necessity for inpatient hospitalization. Brundage Group assisted the hospital in normalizing observation rates.



Brundage Group's approach provided immediate results using our expert physician advisors to assist with level of care determinations while providing relevant and immediate feedback to physicians. Our on-site lectures and focused education improved the medical staff's ability to appropriately determine level of care and to effectively document to support medical necessity for inpatient hospitalization.

In addition to Level of Care determination, Brundage Group provided denial support by conducting peer-to-peer-reviews, which resulted in an **overturn rate of 84%** for those performed by our physicians.

## 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!*

QUALITY · UTILIZATION · DENIALS · CDI