

Case Study: Level of Care/Medical Necessity Review, 822-Bed Academic Medical Center

Abstract

Brundage Group has provided Level of Care (Status Determination), peer-to-peer and quality review solutions in support of an 800-bed academic medical center since October 2018. Brundage Group partnered with the hospital's clinical and administrative leadership teams to formulate a plan of action to stabilize the increasing percentage of observation cases, to educate providers on proper medical necessity documentation and to support the residency program with physician-to-physician education. Brundage Group also supported the hospital's status assignment through expert physician advisor support, on-site and remote, during days, nights and weekends.

Solution	Actual Impact
Level of Care/ Medical Necessity Review	11% reduction in observation downgrades

Challenge

Our client hospital, an 822-bed academic medical center and level 1 trauma center, identified a need to obtain support with providing Level of Care reviews. Its current vendor was not meeting needs and creating backend work due to aggressive inpatient status without proper medical necessity support, which generated a high number of denials. It was paramount to the administration that the new partner utilize a data-driven approach to ensure proposed solutions were feasible and likely to succeed.

Data analysis from Brundage Group's proprietary analytical tool, Certus Navigator™, revealed areas of opportunity to provide peer-to-peer education to attending physicians to properly support Level of Care through accurate documentation that demonstrates medical necessity.

Solution

Brundage Group developed a multi-pronged approach 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 and provided gap coverage on nights and weekends, 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.

Our on-site lectures and education prepared the physician staff to identify proper level of review up front through effective medical necessity documentation. This improved the ratio of inpatient and observation, optimized to reduce denials and balance proper medical necessity.

Below is a single month snapshot of initial outcomes compared to current outcomes. It shows increased performance in terms of cases reviewed and whether Brundage Group agreed with the outcome or recommend an upgrade or downgrade. An **11%** reduction in downgrades was realized during the measured timeframe.

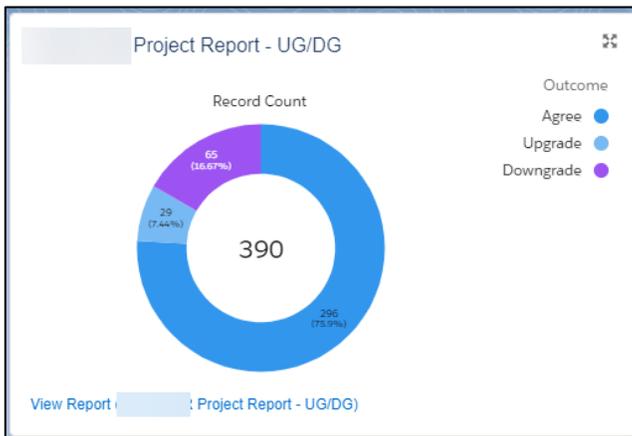


Figure 2-Initial Data Review (2 month period)

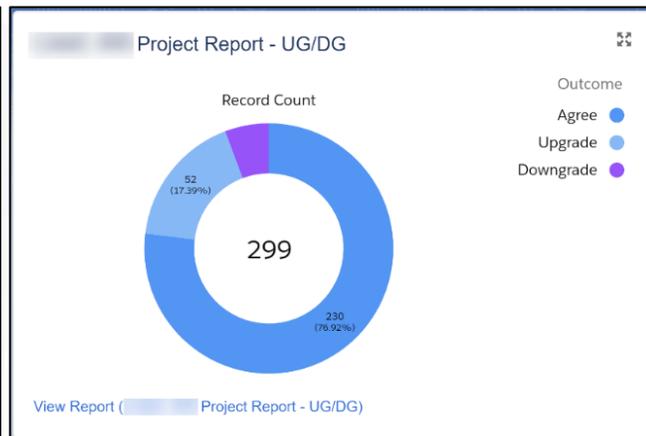


Figure 1- Recent Data Review Showing Increase in Agreement (Sequential 2 month period)

Brundage Group’s approach to supporting the hospital provided immediate results using our expert physician advisors to assist with Level of Care while providing relevant and immediate feedback to physicians. This created rapid improvement and value while building a sustainable platform for peer-led education.

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!