Documentation in the Era of Managed Care and HCBS

David J. Bucciferro, Senior Advisor
Foothold Technology
A Managed Care Environment

- New Funding Process
- Information Based
- Privacy & Consent
- Authorized
- Provider Networks
- Changed Expectations

You
Opportunity and Responsibility

• Managed Care, Waivers and Medicaid Reform provide enormous opportunities to redefine existing service systems

• However, the cost to providers includes:
  • Documentation
  • Creating formal personal care service plans
  • Training staff
  • Obtaining a high-quality electronic health record (EHR)
Documentation is Multi-Dimensional

• Meet Regulatory Requirement
• Create Plan of Action (Blueprint)
• Support Billing
• Data, Information, Knowledge
• Show Medical Necessity
Documentation Must Reflect and Meet

• Recipient's choice of goals
• Regulatory requirements
• Federal Medicaid standards
• Infusing current practice values and guidance
Capture Billing Data

• Checks and balances
• Integrated
• Automated
• Reliable
Blueprint for Recovery

- Person-centered
- Concurrent
- Holistic
- Focused
Component of a Quality Record

- General Information (including history and referral information)
- Admission Information (meet criteria and consents)
- Clinical Information (Assessments and tests)
- Service Documentation
- Continuity of Care Information (i.e., Progress Notes period review)
- Other Documentation
Intake Process

- Form-based
- Direct the flow of information
- Consistent with program needs
- Not an assessment
- Screenings included
- Information gathering
- Results in next steps
Assessments

- Comprehensive
- Embedded
- Standardized (minor modifications)
- Results oriented
- Not an exercise
Service Planning

- Person-centered
- Concurrent
- Flexible
- Informed
- Life role focused
- Comprehensive
- Detailed
Service Tracking

• Congruent with service delivery
• Accurate
• Point of service
• Traceable
Service Review

- Objective-based
- Outcome focused
- Routine and dynamic
- Results-based
Goal Achievement

- Specific
- Quantifiable
- Service delivery related
- Longitudinal capacity
Discharge Plan

- Starts at Intake
- Dynamic
- Quantifiable Measures
- Service delivery related
- Longitudinal capacity
HCBS Documentation

- Service Specific Assessments
- Service Plan
- Encounter
- Utilization Review
- Discharge Plan

Highly Recommended you have a copy of the individuals Care Plan
Goal Achievement

• Opportunity to Engage Individual in a partnership role
• Removes the mystery in what is being said to and about the individual
• A setting to infuse the evidence based practice values and guidance

Documentation Should Be a Positive
Collaborative/Concurrent Documentation... What is it?

• Collaborative Documentation/Concurrent Documentation, is a face to face to face Client-Practitioner interaction in which clinicians and clients collaborate in the documentation of the Assessment, Service Planning, and ongoing Interactions (i.e., progress notes development).

• Collaborative Documentation can only occur if the client is present and engaged in the process developing the documents.
## Documentation Challenges and Benefits

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<th>Challenges</th>
<th>Benefits With an EHR</th>
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<tbody>
<tr>
<td>• Training</td>
<td>• Consistency</td>
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<td>• System errors</td>
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<td>• Adjusting to changing</td>
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<td>regulations</td>
<td>• Safe, secure, HIPAA</td>
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<td>• Initial input of data</td>
<td>• Easier reviews</td>
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<td>• Cost</td>
<td>• Improved care</td>
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<td>• Accessible from any location</td>
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<td>• Freedom to focus on mission</td>
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<td>• Increased contact</td>
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<td>• Cost effective</td>
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What Can Improved Documentation Do For You?

- Improve care
- Help you meet your obligations with less resources
- Provide you with data for informed decision making by all agency personnel
- Help you to market yourself
- Provide the information to implement a dynamic management system
Incorporate a culture of accountability
Maintain a person-centered philosophy
Establish a concurrent approach
Avoid losing your culture
Enhance your agency operations
Ensure regulatory requirements are met
Review existing capacity against ideal
Contact Information:

David J. Bucciferro
Senior Advisor

Foothold Technology

David@footholdtechnology.com
212.780.1450 x8037