Generating Revenue through Improving IV Infusion Documentation on Patients with Observation Status

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Abstract

Background: Hospitals are more likely to experience a revenue loss for pediatric patients admitted for observation (OBS) compared with pediatric patients with inpatient (IP) status admitted with the same diagnosis and illness severity and who received the same care. There are multiple factors that contribute to poor financial outcomes associated with OBS status. One source of potential revenue loss associated with OBS status is the failure to document stop date/time on IV intermittent medication infusion administration. Documentation of IV medication infusion stop time is not currently required on patients with IP status. However, federal regulations require that documentation of IV intermittent infusions (administered more than 15 minutes) on OBS patients must include start/stop date/time and volume infused to receive reimbursement for infusions administered. Audit reviews of our data showed that our compliance gap was directly related to low compliance with stop date/time documentation.
Purpose/Aim: We aimed to increase revenue generated for OBS patients admitted in our acute care setting by improving nursing documentation compliance of IV infusion stop date/time by 3% from FY21 baseline (83.76%).
Methods: Two strategies were employed to improve IV infusion documentation. In July 2022 reports were sent to acute unit leaders that showed which OBS patients had missing data so that they could reconcile documentation prior to discharge. In February 2022 a new discharge workflow process was implemented requiring documentation of infusion stop date/time for all OBS patient in acute care setting before the discharge workflow process could be completed.
Results: Monthly aggregate baseline data for IV medication infusion administration documentation on acute care OBS status showed an increase of 6% in FY22 from baseline. Total revenue generated $28.4M, $2.2M improvement over FY21.
Conclusions: Implementing reminders and workflows that support nursing documentation of IV infusion stop date/time on OBS patients can improve documentation compliance and increase revenue generated.