Stop, Collaborate, and Listen
A Collaborative Approach to Improving IV Charge Capture
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Background

- Documentation of IV stop time
  - Accounts billed hourly
  - IV chemotherapy drugs
- Lack of a discreet field to document
  - Missing charge capture
- Not aware of revenue loss
  - Inconsistent feedback and monitoring

Method

- Implementation of the IV stop time task
  - Easier documentation
  - Efficiency for charge capture
- Charge capture improved 550%
  - Annualized reimbursement projection improved by $6.5 million

Results

<table>
<thead>
<tr>
<th>Avg I&amp;I* Pmt Per Obs Day (Jan-June 2016)</th>
<th>Annualized Projected I&amp;I Reimbursement (Jan-June 2016)</th>
<th>Total I&amp;I Reimbursement (Jan-June 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$22.88</td>
<td>$1,696,497</td>
<td>$538,898</td>
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<table>
<thead>
<tr>
<th>Avg I&amp;I Pmt Per Obs Day (Oct ’16-Jan’17)</th>
<th>Annualized Projected I&amp;I Reimbursement</th>
<th>Improvement from Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>$145.80</td>
<td>$8,191,708</td>
<td>$6,495,211</td>
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</tbody>
</table>

Implications to Practice

- Transparency of data including financials
- Collaborate early in processes
- Use processes/findings in clinical decision support

Weekly/Bi-Weekly I&I Reimbursement

- Nurse Manager Education
  - $2,300,000
- HIM education
  - $2,480,279
- Annualized Projected Reimbursement
  - $1,342,013
- Annualized Reimbursement
  - $1,373,909
- Goal
  - $1,410,000