



## **Nicholas E. Davies Award of Excellence**

*Additional information: [www.himss.org/davies](http://www.himss.org/davies)*

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### **Physician Report Cards: Changing Behavior, Improving Charge Capture**

#### **A Case Study: Oklahoma Arthritis Center, 2008 Davies Ambulatory Award, Edmond, OK**

##### **Oklahoma Arthritis Center (OAC)**

Founded in 2000 by Dr. Craig Carson, a three-physician practice located near Oklahoma City, the center treats patients with arthritis and related conditions such as lupus and osteoporosis. The center supports a “single patient, single record” concept as the best option for patients’ health. A goal of its EHR implementation: to prepare for the future integration of a National Health Information Network. OAC was recognized by HIMSS for these achievements with the 2008 Davies Ambulatory Award of Excellence. Visit [http://www.himss.org/davies/docs/Ambulatory/OAC\\_application.pdf](http://www.himss.org/davies/docs/Ambulatory/OAC_application.pdf) to read their award winning manuscript.

##### **Traditional Charge Capture**

With the old paper forms, billing specialists hand entered each provider’s charges, fixing any mistakes during the entering process.

##### **Digital Transition**

The charge entry portion of OAC’s EHR implementation was the most challenging to transition from paper to electronic workflow.

OAC wanted to ensure that charges submitted electronically by the providers were an accurate representation of actual services provided.

##### **Optimizing the New Process**

With the electronic version, the charges would already be automatically entered into the PM billing system from the EHR. However, paper charge forms were available for the providers to use in addition to charging electronically. The billing team was then able to use the paper charge forms to audit the electronic charges that each provider submitted.

## “Report Cards”

The billing team established “report cards” for providers to review what services were charged and what had been missed.

The amount of charges not captured electronically by each provider reflected the amount the providers would have lost in revenue.

Weekly Report Card			
Provider	Error	Times Missed	Lost Income
Dr. Carson	More than 1 dx attached	2	\$100
	25 modifier not added to OV w/infusion	2	\$166
	Office visit billed under nurse	2	\$166
	25 modifier not added to OV w/90772	1	\$83
	Office visit not entered 99214	1	\$83
	25 modifier not added to OV w/20610	1	\$83
<b>Total Lost Income:</b>			<b>\$681</b>

## Results

Reports resulted in providing an incentive to bill correctly in order to ensure proper reimbursement.

Once the providers and billing team were comfortable with the provider’s ability to charge electronically, paper charge forms were removed, and an electronic audit was implemented to replace the paper forms.

## **About HIMSS Davies Award of Excellence**

The HIMSS Nicholas E. Davies Award of Excellence recognizes excellence in the implementation and use of health information technology, specifically electronic health records (EHRs), for healthcare organizations, private practices, public health systems, and community health organizations. Created by CPRI-HOST in 1994, the first three recipients of the Davies Organizational Award were recognized in 1995. In 2002, CPRI-HOST merged with HIMSS, and now HIMSS manages the award program. The Award honors Dr. Nicholas E. Davies, an Atlanta-based practicing physician, president-elect of the American College of Physicians, and a member of the Institute of Medicine Committee on Improving the Patient Record, who died in 1991 in a plane crash. Visit [www.himss.org/davies](http://www.himss.org/davies) for more information, including educational resources.