

## MEDICAL STAFF POLICIES & PROCEDURES

**Applicability:** Community Hospital Anderson and Community Howard Regional Hospital

### **TITLE: DEFICIENCY AND SUSPENSION NOTIFICATION**

**STATEMENT OF PURPOSE:** The purpose of this policy is to define the Deficiency Notification process and the suspension process for incomplete charts.

**POLICY STATEMENTS:** It is the policy of Community Health Network to ensure patient safety through the continuity of care and holding those accountable to the completion of medical records.

**PROCEDURES:** Table below references operative notes, discharge summaries, history and physicals and consultation requirements. To facilitate continuity of care, better quality review, and timely billing, physicians are required to record the patient's discharge diagnosis at the time of discharge. Any information necessary to complete the coding process must be provided within seven (7) days of request or will be considered delinquent this includes operative notes, discharge summaries, history and physicals, consultations, and outstanding queries.

<b>Days after required timeframe</b>	<b>Notifications</b>	<b>Consequences and Suspensions</b>
7	HIM sends letter and contacts provider per preference	Must be provided within seven (7) days of request or will be considered delinquent, and failure to complete will operate as an automatic suspension of the ability to exercise privileges during any new patient encounter which includes any new admission, consult, or order. However, the Provider will be allowed to continue to exercise privileges to complete any inpatient care started or consults requested prior to the suspension
14	HIM sends letter and Community Medical Staff Leadership contacts provider	Failure to complete the delinquent record within 7 days following the 7-day letter will operate as a continuation to the automatic suspension of the ability to exercise privileges during any new admission, consult, or order. However, the provider will be allowed to continue to exercise privileges to complete any inpatient care started or consultations requested prior to the suspension.
21	HIM sends letter and contacts provider preference and Medical Staff leadership contacts provider	Failure to complete the delinquent record within 7-days following the 14-day letter will operate as a continuation to the automatic suspension of the ability to exercise privileges during any new admission, consultation, or order. However, the provider will be allowed to continue to exercise privileges to complete any inpatient care started or consultations requested prior to the suspension.

## MEDICAL STAFF POLICIES & PROCEDURES

### Applicability: Community Hospital Anderson and Community Howard Regional Hospital

28	HIM sends letter and contacts provider preference Medical Staff leadership contacts provider	Failure to complete the delinquent record 7-days following the 21-day letter will operate as a continuation to the automatic suspension of the ability to exercise privileges during any new patient encounter which includes any new admission, consultation, or order. However, the provider will be allowed to continue to exercise privileges to complete any inpatient care started or consultation requested prior to the suspension. Removal from medical staff and expectation to reapply for privileges and attend MEC to discuss if requested.
----	--	--

Table below referencing outstanding signatures including, but not limited to: signatures, dates, and times of all medical record entries. Table also includes other required documentation (for example coding and clinical documentation integrity improvement (CDI) query responses)

<b>Days after required timeframe</b>	<b>Notifications</b>	<b>Consequences and Suspensions</b>
7	HIM sends letter and an Inbasket message in EPIC and contacts provider per preference	None – notification only
14	HIM sends letter and an Inbasket message in EPIC and contacts provider per preference	Documentation must be provided within seven (7) days of request or will be considered delinquent, and failure to complete will operate as an automatic suspension of the ability to exercise privileges during any new admission, consultation, or order. However, the provider will be allowed to continue to exercise privileges to complete any inpatient care started or consults requested prior to the suspension.
21	HIM sends letter and Community Medical Staff Leadership contacts provider	Failure to complete the delinquent record by Tuesday following the 14-day letter will operate as an automatic suspension of the ability to exercise privileges during any new admission, consultation, or order. However, the provider will be allowed to continue to exercise privileges to complete any inpatient care started or consultations requested prior to the suspension.
28	HIM sends letter and contacts provider preference Medical Staff leadership contacts provider	Failure to complete the delinquent record 7 days following the 21-day letter will operate as an automatic suspension of the ability to exercise privileges during any new admission, consult, or order. However, the provider will be allowed to continue to exercise privileges to complete any inpatient care started

## MEDICAL STAFF POLICIES & PROCEDURES

**Applicability: Community Hospital Anderson and Community Howard Regional Hospital**

		or consultation requested prior to the suspension. Removal from medical staff and expectation to reapply for privileges and attend MEC to discuss if requested.
--	--	--

Health Information Management will send notices at 7 days, 14 days, and 21 days after the original suspension notice.

Provider preference notification form completion required to assist with provider contact information and communication preferences.