



CALL RESOLUTIONS TODAY & GET THE BEST HEALTH CARE INFORMATION

ARE YOU GETTING THE BEST HEALTH CARE INFORMATION ?

HEALTH CARE INFORMATION MANAGEMENT

- ▶ Auditing and Contract Coding Services
- ▶ Tuition and On Site Training - Coding
- ▶ Health Information and EQUIP assistance
- ▶ Day Surgery Coding Seminars
- ▶ Day Surgery Coding Courses - Distance Education
- ▶ Day Surgery Support Packages - 12 Month assistance




Resolutions (Int) Pty Ltd
HEALTH CARE INFORMATION MANAGEMENT

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Resolutions (Int) Pty Ltd
HEALTH CARE INFORMATION MANAGEMENT

Accurate, Fast and Up To Date Health Information

Resolutions (Int) Pty Ltd is a Health Care Information company dedicated to providing Private and Public health facilities with accurate, timely and up to date Health Care Information.

Our Health Care Managers are highly skilled individuals specifically selected and trained to provide you expertise in several areas.

HEALTH CARE INFORMATION MANAGEMENT

- 1 Auditing Services
- 2 DRG Data Analysis / Reporting
- 3 Investment Options for Auditing & Coding
- 4 Tuition, On Site Training & EQUIP assistance
- 5 On Site Contract Coding - Long or Short Term
- 6 Day Surgery Coding Courses - Email & Post
- 7 Day Surgery Support Packages - 12mth support
- 8 Case Studies and Testimonials



8 Case Studies Testimonials



CASE STUDY #1

ERROR COSTS HOSPITAL \$8000

One case study showed that after an initial Audit conducted over a several hundred records, they had an error rate of less than 2.5%, which is an excellent rate. However that small error rate had actually cost the Hospital approx \$8,000 in lost revenue in 2 cases alone.

CASE STUDY #2

ERROR COSTS HOSPITAL \$700

A small day surgery conducted a mini audit to check coder knowledge and interpretations of a current coding standards. The results showed only minor discrepancies, however these amounted to a shortfall in entitlements to the value of \$700

TESTIMONIAL #1

MATER PRIVATE HOSPITAL - BRISBANE QLD

ROBERT TRETHEWEY (HIM)

"Resolutions was able to provide us with an excellent coding service at a time of extraordinary change to our back office processes. As the Hospital migrated towards a model of case-based payment, Resolutions flexible approach and quality coding input was highly regarded and vital to it's success.

TESTIMONIAL #2

PB CATT DAY SURGERY - DR PETER CATT

"Resolutions has been invaluable in organising our coding requirements and our reporting obligations to the various government departments. Resolutions has been more than helpful in setting up our IT systems and the Training of our staff".

SEMINAR TESTIMONIAL #3

ROBYN BASTIAN - DIRECTOR OF NURSING

SYDNEY DAY SURGERY - PRINCE ALFRED

"I found the seminar " How to get the best out of day surgery coding" much more interesting than I anticipated. From a commercial point of view I can see that coding is extremely important and I am much more aware of how it can affect the financial state of my facility".

SAMPLE CLIENT LIST

- ▶ KPMG ▶ Qld Health ▶ NCCH ▶ AusAid ▶ Holy Spirit
- ▶ Mayne Health ▶ Ramsey Health
- ▶ Australian Day Surgery Association
- ▶ Mater Health Services and Hospitals
- ▶ Private Hospitals' Association of Qld
- ▶ Royal Childrens Hospital



"Never, never, never, never give up" Sir Winston Churchill

Company Profile - Resolutions (Int) Pty Ltd

1 Auditing Services



entitlements.

Resolutions, through our experience in Auditing and Reporting will provide you with the results and management tools to Help



Procedures within the Health Information Service meets Legislative and Standards requirements.

Your internal processes can also be assessed as these can have an effect on your billing.

Whether you're a Manager, Hospital or Day Surgery, you need Health Care Information that is consistently accurate and up to date with the latest standards. If not, these deficiencies in your Data can lead to under-funding of your casemix

You Get The Best Health Care Information available, not only now but well into the future with regular updates.

Health Information Service Audits We can ensure that your Policies and

This means more efficiency, more knowledge, you'll be more up to date and have less data inaccuracies as a result.

It is not until you have conducted an External Audit, do these inaccuracies become apparent.

In fact we have found through our experience in the past, that Hospitals are consistently "doing themselves a dis-service" by under-coding.

Through our membership with the National Centre for Classification of Health - Coding Educators Network our staff are informed of the latest updates, techniques and revisions pertaining to ICD-10-AM. This membership allows us to stay at the forefront of Health Care Information, which you in turn benefit from.

And combined with our Clinical Coding Audits and Reports, we can supply you with a range of Results that separately focus on the common causes of errors identified by the following areas:

- ▶ Principal Diagnosis
- ▶ Additional Diagnosis
- ▶ Procedures
- ▶ External Causes
- ▶ Morphology

6 Day Surgery Coding Courses



Resolutions has now extended it's training services to encompass Day Surgery Coding Courses, carried out by distance education using either post or email.

The coding course covers several modules and the current coding course modules are shown to the right.

DAY SURGERY TYPE	MODULE RECOMMENDATIONS
ENDOSCOPY	Mod 1 to 4 (compulsory) Mod 7 Digestive, Mod 14 Injury
OPHTHALMOLOGY	Mods 1 to 4 (compulsory) Mod 5 Ophthalmology, Mod 14 Injury
DENTAL	Mod 1 to 4 (compulsory) Mod 8 Dental
CARDIOVASCULAR	Mod 1 to 4 (compulsory) Mod 12 Circulatory Mod 14 Injury
AESTHETIC / COSMETIC	Mod 1 to 4 compulsory Mod 9 Skin, Mod 14 Injury
HAEMATOLOGY ONCOLOGY	Mod 1 to 4 compulsory Mod 13 Haem / Oncology

DAY SURGERY CODING COURSE TRAINING MODULES

- MOD 1 Introduction to clinical coding and coding diseases with ICD-10-AM and Medical Terms
- MOD 2 Coding ICD-10-AM procedures
- MOD 3 Australian Coding Standards and abstracting information from the medical record
- MOD 4 Coding symptoms, factors influencing health status & infectious diseases
- MOD 5 Ophthalmology coding
- MOD 6 ENT coding
- MOD 7 Digestive system coding
- MOD 8 Dental coding
- MOD 9 Skin, subcutaneous tissue & cosmetic coding
- MOD 10 Musculoskeletal coding
- MOD 11 Genitourinary and IVF coding
- MOD 12 Circulatory system coding
- MOD 13 Haematology & Oncology coding
- MOD 14 Injury, complications and sequelae coding

Modules 1 - 4 are compulsory for all courses. Each module contains diseases & procedures specifically performed in the Day Surgery Arena including Medical Terminology.



3 Investment Options For Auditing & Coding

Because each facility differs in its casemix complexity we are able to offer 2 solutions for costing.

1 Your Auditing and or Coding program can be carried out on a cost per hour basis, with the final Report completed on a fixed investment scale depending on the initial brief agreed to at the beginning.

2 Or if preferred, the Audit and Coding can be carried out on a cost per record basis. This option may be better in some cases as it helps you with budgeting. Talk to your Resolutions Health Manager to discuss the best option for your Health Care Facility

Auditing and Coding costs vary depending on the type of each record group. Some records take longer to Audit and Code than others, so it is very important which option you choose.

The cost per record option is becoming more and more popular, as facilities know before the start of each audit and coding program the exact costs involved, so makes budgeting much easier. Again each report is carried out on a separate fixed investment scale depending on the brief agreed to at the beginning of the program.



"A problem is your chance to do your best"

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4 Tuition and In-House Training

Resolutions also offers in house Tuition and Training to health care staff on site at their facility.

If you have new staff or are looking to update your current staff on new standards or coding changes, a short tuition course is the perfect solution.

All tuition and training is carried out at your facility, which means less disruption to your normal operating conditions and if an urgent matter comes to hand your staff are available to remedy the situation.

We offer tuition and training in the following areas

- ▶ ICD-9-CM, ICD-10-AM, ICD-10
- ▶ ICD-10-AM updates
- ▶ Documentation requirements
- ▶ Introduction to Casemix
- ▶ Specialty coding according to your specific needs
 - ▶ Coding Interpretation
 - ▶ Disease Processes
 - ▶ Common Scenarios
 - ▶ Procedures
 - ▶ Medical Terminology

These short courses are used to improve your coders general knowledge and to help ensure that all the latest updates are not only passed on to your staff, but also interpreted and applied in their correct manner.

Should your facility want to target a specific area for your in house coders, we can tailor make and arrange a special course to help in this area.



"The ripest peach is always at the top of the tree"

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5 On Site Contract Coding

Contract coding is now becoming a very popular option for many health care facilities because of the flexibility and costs.

You may have coding staff away sick or on annual leave and your records are backing up and require clearance to meet your data requirements for health departments or health funds.

Resolutions pride themselves in this field, as we are Fast, Accurate and very Up To Date in all areas of the ICD-10-AM coding standards, including Surgical Techniques & Disease Processes.

We can provide contract coding to all facilities either on long term arrangement or for short term situations. Costs can be on a per hour basis or per record basis, whichever suits your facility.

Call Resolutions today and start getting the best out of your health care information, we know we can Save You Time and Money.

2 DRG Data Analysis

We can do DRG Data Analysis and include this in your Report Results which are based on the brief agreed to at the beginning of the Audit program and should you wish, we can extend the Report to encompass Additional Information as requested, which enables you to view other areas in facility.

Some of the more common additions are listed below;

- ▶ Analysis of Coding practices and education strategies
- ▶ Coding error rate
- ▶ Identification of Revenue shortfalls directly attributed to coding
- ▶ Identifying underlying factors causing inaccurate coding. eg: Interpretation and Documentation
- ▶ Review the quality of information including the design, layout & content of relevant documentation
- ▶ Provide DRG Data Analysis if required
- ▶ Classification of Coding Errors
- ▶ Assessment of Coding Infrastructure
- ▶ Assessment of Health Information Processes and the effects on Billing

This additional information further enhances your ability to lift staff knowledge and accuracy rates, ensuring improved Health Care Information.



7 Day Surgery Support

If you're running a busy day surgery, you can almost guarantee that you or your staff are going to need help, training or even an urgent answer to a query that you can't find in the coding books you may have.

And during the course of the year you may require a mini audit of your records so you can keep an eye on how your error rates are going. As you know a small error rate of say 1% can cost your day surgery lost income.

Resolutions again due to demand has created the Day Surgery Support Package (DSSP). The day surgery package consists of 3 levels of support with each level based on a number of hours



and remains current for 12 months. The support package covers all of Resolutions services.

If you would like more information on the Day Surgery Support Package please contact Resolutions for advice on which level suits you best.



DSSP FORMAT

- ▶ Level One 10 hours Price On Application
- ▶ Level Two 20 hours Price On Application
- ▶ Level Three 30 hours Price On Application

DSSP SERVICES AVAILABLE

- ▶ 24hr Email and Fax query service
- ▶ Auditing and Contract Coding on site
- ▶ Training and Coding Education on site
- ▶ Health Information and EQUIP assistance
- ▶ DRG & Casemix issues regarding reimbursement and Contracting

BENEFITS FOR DAY SURGERY

- ▶ Can be paid off over 12mths in monthly installments
- ▶ Available 24 hours a day for queries and questions
- ▶ Email and Fax query service has a 24hr turnaround & if not answered in 24hrs, there is No Charge To You
- ▶ No separate travel costs incurred
- ▶ Information provided always up to date
- ▶ No more lost time due to lack of knowledge
- ▶ Hourly rate heavily discounted from normal rate
- ▶ Phone support available if necessary

With each package purchased Resolutions will also supply the day surgery with a complete resource list of the relevant text books along with websites that may be of assistance.

