The Seven Fundamental Elements of an Effective CDI Program

1. Implement/Revise/Redeﬁne YOUR CDI vision
   • “Reduce Mortality Scores at XYZ Hospital While Providing Excellent Patient Care”

2. Designate Physician Advisor and Enlist CDI Champions
   □ Culture changers: movers and shakers, high-functioning teams

3. Conduct effective training and education.
   □ Service line speciﬁc i.e.
     ▪ Pulmonologists bring your cases.
     ▪ CDI bring resources, tip sheets.
     ▪ Coders bring guidelines.
     ▪ Implement where possible in EHR and on the ﬂoor

4. Develop effective lines of communication.
   o Cross-Training where applicable (CDI/UR/Coding)
   o Frequent Team huddles (CDI, Coders, Physicians)
   o Respectful Queries/emails: Quality not quantity
   o Interdisciplinary approach Break down silos, collaborative team approach, capitalizing upon synergies of documentation

5. Conduct meaningful internal monitoring and auditing.
   □ Pre and post PDQ-I9 implementation and/or Documentation 101
     • Gauge improvement and trends (what works/what doesn’t)
     □ Refine/simplify/perfect processes
     □ Revisit audits periodically based on performance

6. Encourage compliance through well-publicized disciplinary approach
   □ Physician advisor>CFO>administration>HIM (whatever your chain of command is)
   □ Acknowledge/Reward Efforts

7. Respond promptly to program aberrancies and undertake corrective action.
   □ Is it disinterest/disenchantment, misunderstanding or is more effective education/communication needed