

Quality Improvement for Erroneous Schizophrenia Coding

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Telligen Supports Quality Improvement (QI)

- Telligen is a population health solutions company (www.telligen.com)
- **Our Mission:** Transform Lives and Economies by Improving Health
- We partner with U.S. government agencies, state Medicaid agencies and health plans to improve health outcomes
- In November 2019, Telligen was selected by the Centers for Medicare & Medicaid Services (CMS) to serve as the **Quality Innovation Network-Quality Improvement Organization (QIN-QIO)** for Colorado, Illinois, Iowa and Oklahoma
- In October 2020, Telligen was selected by CMS to serve as a **Hospital Quality Improvement Contractor (HQIC)** to provide targeted quality improvement assistance to small, rural and critical access hospitals

What Do QIN-QIOs Do?

QIO Program Purpose

- To improve the efficiency, effectiveness, economy and quality of services delivered to Medicare beneficiaries

QIN-QIOs

- Bring Medicare beneficiaries, providers and communities together in data-driven initiatives that increase patient safety, make communities healthier, better coordinate post-hospital care and improve clinical quality
- Provide technical assistance and convene learning and action networks at no-cost to support healthcare QI at the community level

Objectives

- Review *Centers for Medicare & Medicaid Services'* (CMS) Memorandum Summary for Erroneous Schizophrenia Coding
- Connect *Pre-Admission Screening and Resident Review* (PASRR) practices with schizophrenia coding
- Apply PASRR best practices
- Implement practices to reduce inappropriate antipsychotic medication use
- Utilize *Trauma Informed Care* (TIC) and non-pharmacological interventions
- Incorporate *Quality Assurance and Performance Improvement* (QAPI) to improve care and help avoid deficiencies

CMS's Memorandum Summary for Erroneous Schizophrenia Coding

- CMS memo [QSO-23-05](#): Adjusting Quality Measure Ratings Based on Erroneous Schizophrenia Coding and Posting Citations Under Dispute
- How does the *Pre-Admission Screening and Resident Review* (PASRR) relate to the *Quality, Safety and Oversight* (QSO) memo and what are the implications of an inaccurate PASRR?
- How does a lack of supporting documentation and inaccurate *Minimum Data Set* (MDS) coding put your facility at risk for possible deficiencies and citations?



PASRR Best Practices

- Ensure your facility has an up-to-date *Pre-Admission Screening and Resident Review* (PASRR) that accurately reflects the resident's current presentation
- Questions to consider when reviewing the PASRR may include:
 - Is an updated psychiatric evaluation needed for diagnosis clarification?
 - Are you auditing the resident's diagnosis list, clinical and psychiatric/psychology documents and antipsychotic use?
 - What are next steps when my facility receives a Level II PASRR Evaluation?
 - How often is the resident's PASRR reviewed? Who reviews it?
 - Does your Minimum Data Set (MDS) Coordinator collaborate with Social Services or PASRR designee to review psychiatric census?



Practices to Reduce Inappropriate Antipsychotic Medication Use

- Implement a monthly *Psychopharmacology* (PsychPharm) and *Gradual Dose Reduction* (GDR) Review Meeting
- Develop a plan for reducing antipsychotic medication and incorporate initiatives into monthly PsychPharm Meeting
- Verify if there is evidence of Dementia, Alzheimer's Disease, Neurocognitive Disorder, Traumatic Brain Injury or *Intellectual Disability/Development Disability* (ID/DD)
- If a cognitive decline is identified, create a process to clarify if Dementia is the primary diagnosis

Trauma Informed Care and Non-pharmacological Interventions

- What is *Trauma Informed Care* (TIC)?
- Designing a plan to implement individualized and non-pharmacological interventions, care plans and behavior monitoring
- Examples of individualized interventions:
 - *Substance Use Disorder* (SUD) services
 - Mental health services that include psychiatry and psychology or counseling
 - Therapeutic groups tailored to your resident population
 - Life enrichment activities that meet your residents' needs and interests
 - Non-pharm and individualized interventions based on a resident's preferences, needs, strengths and abilities that incorporate positive reinforcement



**TRAUMA-INFORMED
CARE**

Quality Assurance and Performance Improvement (QAPI)

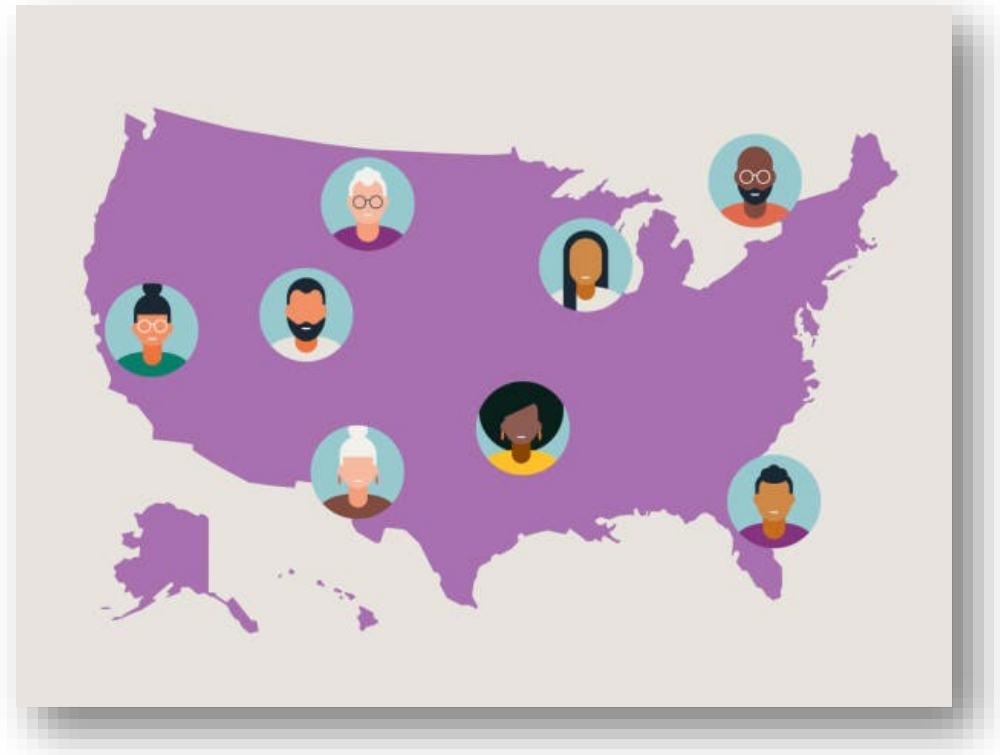


- If a deficiency is identified, initiate a *Performance Improvement Plan (PIP)* to address PASRR and psychotropic diagnosis
- Telligen offers 1:1 technical assistance to support facilities in QAPI initiatives, including reducing inappropriate antipsychotic medication use

State PASRR Programs

Locate your state *Pre-Admission Screening and Resident Review (PASRR)* program for further information:

- [CO PASRR Program](https://hcpf.colorado.gov/pre-admission-screening-and-resident-review-program)
- [IA PASRR Program](https://maximusclinicalservices.com/svcs/iowa)
- [IL PASRR Program](https://hhs.iowa.gov/mhds-providers/providers-regions/pasrr)
- [OK PASRR Program](https://maximusclinicalservices.com/svcs/illinois_pasrr)



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<https://hhs.iowa.gov/mhds-providers/providers-regions/pasrr>
https://maximusclinicalservices.com/svcs/illinois_pasrr
<https://oklahoma.gov/ohca/individuals/pre-admission-screening-and-resident-review.html>

Today's Speaker



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