



Tricks of the Trade

Performance Standards for Coding Professionals

by Rose Dunn, RRA, CPA

Special to For the Record

[Last week in FOR THE RECORD, Rose Dunn, RRA, CPA, reported the results of a recent survey of medical record professionals, in which she compiled a set of coding standards into the form of a suggested position description for coders. This week, she suggests criteria for evaluating performance.]

Suggested Performance Evaluation Criteria

Quality Indicators

- Accurately codes all diagnoses and procedures.
- Documentation is present to substantiate codes assigned.
- Sequencing is correct according to coding guidelines.
- Codes are accurately entered into the computer abstracting system (if applicable).
- If applicable, Blood, Tissue and Surgical Case Review, Medical Record Clinical Pertinence Review, or other QA/JCAHO studies are completed accurately.

Productivity Level — Coding Specialist

- Daily inpatient coding: 13 minutes per chart X _____ charts = _____
This includes time for QA/JCAHO studies and abstracting
- Daily ambulatory-surgery coding: 4 minutes per ambulatory-surgery case X _____ charts = _____
This includes time for QA/JCAHO studies and abstracting
- Outpatient/ER coding: 2 minutes per chart X _____ charts = _____

Productivity Level — Coder II

- Daily Inpatient coding: 18 minutes per chart X _____ charts = _____
This includes time for QA/JCAHO studies and abstracting
- Daily ambulatory-surgery coding: 6 minutes per ambulatory-surgery case X _____ charts = _____

This includes time for QA/JCAHO studies and abstracting

- Outpatient/ER coding: 3 minutes per chart X _____ charts = _____

Productivity Level — Coder I

- Daily inpatient coding: 28 minutes per chart X _____ charts = _____
This includes time for QA/JCAHO

Continuing Education's Relationship to Performance Components

Job Elements

1. ICD-9-CM coding of inpatient medical records

2. Analysis of records

3. Interpersonal skills

4. Professional Ethics

CE Performance standards

- | | |
|---|--|
| Y | 97 percent of all records for which employee is responsible must be coded accurately to maximize DRG weight within the time frames established by department policy. |
| Y | 97 percent of all records for which employee is responsible must be analyzed properly to ensure that all codable procedures and diagnoses are picked up throughout the record for maximum DRG enhancement. |
| N | Works in a cooperative manner with co-workers, physicians, and supervisors; contributes to team efforts. Carries out regular and special assignments cheerfully and responsibly. No more than four complaints during rating period from physicians or staff members of rudeness to physician or staff members. |
| Y | Safeguards the privacy of the medical information in the record. Does not discuss medical information contained in the record with unauthorized personnel. 100 percent compliance is required. Absolute standard. |

studies and abstracting

➔ Daily ambulatory-surgery coding:
8 minutes per ambulatory-surgery
case X _____ charts = _____

This includes time for QA/
JCAHO studies and abstracting

➔ Outpatient/ER coding: 4
minutes per chart X _____
charts = _____

Criteria Weights

Productivity (20% of evaluation rate)

Using productivity levels above, calculate hours produced and divide by hours worked.

95 - 100% = 20%

85 - 94% = 10%

80 - 84% = 5%

<80 = 0%

Department A/R - Total Accounts
Receivables in Dollars/Month End
(20% of evaluation rate)

Determine account receivables in
dollars due to uncoded records and
unsigned attestation, therefore non-



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billable accounts.

80 - 84% of last month = 20%

85 - 89% of last month = 15%

90 - 94% of last month = 10%

95 - 99% of last month = 5%

100% of last month = 0%

QA - Average Results of Coding
Quality Audits (20% of
evaluation rate)

97 - 100% accuracy = 20%

95 - 96% accuracy = 15%

93 - 94% accuracy = 10%

91 - 92% accuracy = 5%

<90% accuracy = 0%

Other Possible Evaluation Factors:

➔ Attendance.

➔ Participates in career development activities.

-Reads journals and coding articles.

-Participates in in-service educational sessions and attends seminars.

➔ During periods of heavy workload, is able to aid other workers in the completion of their work. Exercises good judgment and demonstrates flexibility by conforming to unusual

situations.

➔ Uses free time between workload assignments to complete special assignments, loose reports, code book updates using reference materials, and QA audits.

➔ Demonstrates positive interpersonal relations in dealing with fellow employees, so that departmental productivity and positive employee relations are maximized.

➔ Demonstrates positive interpersonal relations in dealing with physicians and all health-care professionals to project a favorable image of the department and hospital.

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