

Healthcare Compliance Forms and Tools

Common Monitoring Examples for a Hospital

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Hospital Department	Monitoring Examples
Scheduling	<p>Prior authorization (completion before appointment)</p> <p>Registration errors, insurance verification (completion prior to appointment)</p>
Registration	<p>Insurance verification (completed during check-in)</p> <p>Medicare secondary payer questionnaire</p> <p>Assignment of benefits</p> <p>Notice of Privacy Practices</p>
Records Management	<p>Number or % of orders unsigned (electronic medical record [EMR] reports)</p> <p>Average lag time for cosigning verbal orders (EMR reports)</p> <p>Number or % of incomplete records, types of reports, etc.</p> <p>Quality management program for misfiled or commingled patient records</p>
Coding	<p>Coding quality management program results</p> <p>Number or % of coding changes made by personnel (physician charges)</p> <p>Productivity reports</p>
Care Coordination	<p>% of admissions seen within 24 hours of admission</p> <p>% of admissions sent to physician review for medical necessity</p> <p>Five physician reviews maintained as an inpatient admission</p>

Hospital Department	Monitoring Examples
Patient Financial Services	<p>Claims submission scrubber rejection data and trending</p> <p>Denial management tracking denial codes by payer, provider, and specific segments of the revenue cycle</p> <p>Payment posting adjustments due to denials</p>
Information Technology	<p>Access monitoring</p> <p>Timely termination of employees from the system in accordance with policy</p> <p>Validation of users on the system</p> <p>Validation of access based on role</p>
Staff Training	<p>Training materials current and reflective of important regulatory updates</p> <p>Pass/fail rate of training certifications</p> <p>Every staff member has completed a training attestation form</p> <p>Instructor quality of training</p>
Finance	<p>Physician transactions/arrangements</p> <p>Vendor exclusion checks</p> <p>Office space lease arrangements</p> <p>Vendor rebates</p>
Marketing	<p>Marketing activities to Medicare patients</p> <p>Philanthropy marketing to patients and HIPAA</p>
Patient Advocate	<p>Incident reports or grievances related to billing, privacy, or security</p> <p>Timely response to grievances</p>

Hospital Department	Monitoring Examples
Charge Capture (any revenue-generating department)	Charging error reports sent to departments Charging work queues Charging errors identified or corrected by health information management Charges without orders

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