

CHILD HEALTH CLINICAL CHART REVIEW PROCEDURES – REVISED

Why are Regional Child Health Nurses in local health departments so often?

- Consultation, technical assistance, orientation and monitoring (including chart reviews) for multiple programs – Preventive and Primary Care, Newborn Home Assessment (NBHA), Enhanced Role Registered Nurse (ERRN), Care Coordination for Children (CC4C), and Practice Management Change
- Changes in program requirements—release of Health Check Program Guide, changes in program requirements, complexity of the agreement addenda (direct medical services and other program activities), changes in electronic health record, mid-year and end-of-year AA reporting requirements, corrective action plans

Recommends to minimize the disruption of health department services during clinical chart reviews?

- Limit the number of C&Y staff involved in the chart review – one Best Practice Monitoring Nurse (use of additional consultants would be determined by number of providers and programs)
- Reduce the number of charts identified through a random pull from five charts per provider to two charts per provider—total number of charts reviewed is determined by number of providers and number of programs
- Grant “view” access to your electronic health record system
- When returning for a CAP follow-up chart review, review will be limited to the issues identified in the CAP—targeted review
- Only one 90-day CAP unless significant progress has been achieved and more time is needed to complete and close the CAP; if no significant progress, DPH Management will be notified after the initial 90-day CAP period
- Recommend internal chart reviews, using the latest chart review tool, when significant practice changes occur—implementation of an EHR, release of a new Health Check billing guide (Health Check Program Guide), new clinical staff, a newly trained Enhanced Role Registered Nurse, following an external chart review with findings, or the repayment to Medicaid of misbilled services

Our GOAL: To be seen as responsive, welcomed, resourceful, and collaborative.