

OT6330 Administration in Occupational Therapy
Quality Improvement Critical Thinking Assignment

Instructions

This assignment was developed to provide a relevant learning experience to measure your skills in: critical thinking, analytic reasoning, problem solving, and written communication.

The purpose of this assignment is to define, analyze, justify, and apply Continuous Quality Improvement (CQI), Six Sigma or another quality improvement method suitable for your healthcare setting (skilled nursing facility, hospital, outpatient clinic, home care services, behavioral healthcare). By this time in the course you have learned applicable content regarding this scenario and are expected to include this information in the resolution.

Individually submit a one-to-two-page APA style (6th ed.) essay. A title page is not required. Use page headers, page numbers, and paragraph headings for performance criteria one-to-four. Your own personal experiences and values are important and will influence what you write, but you should base your work only on legitimate evidence provided either in the documents attached or through your own research. If you research and identify additional sources to support your position they must be included in your submission. When working through this critical thinking assignment, be sure to write out your questions and bring them to class for our discussion.

In your essay, you should respond to the scenario posed and demonstrate the following performance criteria that can be found in the assignment rubric.

1. Define the process concepts for the chosen process improvement model
2. Analyze the pros and cons of two process improvement models being considered within the context and environment of a specific healthcare setting
3. Justify the decision to apply the chosen quality improvement model
4. Applies a preferred quality improvement plan for occupational therapy documentation improvement suitable within the context of your specific healthcare setting
5. Write using correct spelling, punctuation, grammar, and APA style

Scenario

As the newly hired Rehabilitation Services Director of a small healthcare provider (skilled nursing facility, hospital, outpatient clinic, home care services, behavioral healthcare) it is ultimately your responsibility to ensure compliance with Federal, State, and local regulations; practice guidelines; and, applicable accreditation standards. Your company leases an Electronic Health Record system from E-Med Records which is customizable based on customer needs. Within the first week of hire, you receive two separate Additional Documentation Requests (ADR) from the Medicare Fee-for-Service Audit Recovery Program which request copies of occupational therapy documentation for a specific period of time. The documentation requested for review involved two separate therapists, one of which is no longer with the company as a result of her employment termination. You consult with the manager of the Billing Department and compile the requested documentation and send this to Medicare prior to the ADR deadline.

As a result, you determine the need to quickly identify a process that will provide you guidance and serve as a preventative cycle for quality improvement. The two prominent methods of healthcare quality improvement are the Total Quality Improvement (TQI)/Continuous Quality Improvement (CQI) and Six Sigma models. You have resources provided for both methods and begin the search in order to define the process, analyze each approach, and justify the choice of approach to other managers and your CEO/Administrator and apply the process to propose a solution.

Positions
<p>Manager, Billing Department According to the manager of the billing department, this request is in addition to the standard requests that occur every 45 days as part of the usual review. The manager concedes she believes the additional requests “are the result of careless therapy documentation which is costing the company lost revenue.” She continues to say, “we need a better system to review the documentation before it is sent to the intermediary for billing to Medicare.”</p> <p>Quality Improvement Officer After submission of the requested documentation you begin a discussion with the nurse who is also the Quality Improvement Officer to determine the preferred quality improvement method and learn there is no preferred method being utilized. The Quality Improvement Officer stated, “this is a small company and we all work together to resolve problems when they arise.” She tells you in confidence, “the documentation in the therapy department is sloppy and the last person did nothing to fix the problem and that’s why she is no longer here.”</p>

Note. Check that you have all associated documents/attachments before you begin.