

# 30 Days to PDGM

Counting down to PDGM with  
Fazzi Associates, a WellSky  
trusted partner



# PDGM preparation timeline

## 60 Days

November 1, 2019

### What your agency should have completed by November 1, 2019.

- Identify your referral and intake workflows. Ensure you are obtaining the information for primary and secondary diagnoses.
- Evaluate current patient diagnoses in use that will no longer be options under PDGM.
- Strengthen your clinicians' competence and comfort with point-of-care (POC) documentation.
- Fine-tune your case management processes and structure.
- Understand your Low Utilization Payment Adjustment (LUPA) rate, and identify opportunities for improvement.
- Develop your agency Significant Change in Condition (SCIC) policy.
- Verify when you will see PDGM changes in your software's workflow and reports.

## 45 Days

November 16, 2019

### What your agency should have completed by November 16, 2019.

- Hold team, or department, meetings to discuss PDGM changes.
- Identify specific areas of focus that require additional education for your team.
- Train your staff on the new OASIS data set – OASIS-D1.
- Track and monitor physician order workflow and follow up.
- Ensure the primary PDGM diagnosis and the face-to-face reveal the reason for home health services.
- Ensure coding best practices are in place.
- Confirm how your software vendor will handle PDGM changes.

## 30 Days

December 1, 2019

### What your agency should have completed by December 1, 2019.

- Test your EMR's workflow to ensure it meets the requirements of your new PDGM processes.
- Ensure your staff understands updated policies.
- Test your staff's competency on OASIS-D1.
- Create a decision team to monitor your PDGM progress.
- Test claims processing within your software.

## PDGM is in effect

January 1, 2020

## Key focus areas: 30 days to PDGM implementation

There are approximately 30 days remaining until PDGM is implemented. At this point, your agency should be focused on finalizing processes and testing the competency of staff. With most of the bigger tasks out of the way, your agency should be using this time to create a sense of consistency, as PDGM is the new normal. To help create a sense of normalcy, focus on the following areas in the last 30 days.

### Test your EMR's workflow to ensure it meets the requirements of your new PDGM process

PDGM will have undoubtedly created significant changes to the way your agency operates. Now is the time to train, and retrain, your staff. By viewing and testing your agency's EMR, your staff will be able to identify potential pain points that can create roadblocks in your new policies and procedures. Identifying these pain points now leaves you with time to adjust.

### Ensure your staff understands updated policies

Your entire agency will be impacted by PDGM – not just your clinicians. This means every department will likely see changes in existing policies, especially your billing team. It is important to review all changes with your teams. This will give them time to train to the new policies and integrate them into their daily routines.

### Test your staff's OASIS-D1 competency

The OASIS-D1 assessment goes live on December 27, 2019. It is critical that everyone on your clinical team has been trained on this new assessment. To gauge competency, hold team meetings and gather questions from your staff. You can then pass off these questions to your clinical managers and audit teams so they can support and coach your clinicians as needed.





## Create a decision team to monitor your PDGM progress

Given the complexity of PDGM, having open lines of internal communication during these final 30 days is essential to your agency's success. Hold daily huddle meetings, and include representation from various functions within your organization, including your clinical, billing and QAPI teams. In these meetings, come prepared to discuss any immediate issues and identify which claims are eligible to bill.

## Test claims processing within your software

At this point, your billing and finance policies and procedures should be finalized and shared with your internal team. Once finalized, start training your teams on how to monitor billing activity, and actually bill within the system. Everyone on your billing and finance teams should have an opportunity to view and use new fields prior to January 1, 2020.



### About Fazzi

Fazzi is one of the oldest and most respected names in home health, and hospice consulting and services. Our goal is to improve quality, productivity, efficiency, and patient and family satisfaction through consulting, education, and outsourced services. In 2018, Fazzi joined WellSky, a premiere supplier of intelligent software and services for every kind of care. Together, we are committed to realizing care's potential.

Visit [fazzi.com/pdgm](https://fazzi.com/pdgm) to learn how Fazzi resources and services can help position your agency for success under PDGM.



### About WellSky

WellSky is a technology company that delivers software and services which are transforming a wide range of care services worldwide. Building on a history of excellence and a reputation for quality, WellSky – formerly Medware Information Systems and Kinnser Software – empowers providers to provide exceptional care, improve operational efficiency, reduce cost, and meet the challenges of their rapidly changing industries so both businesses and communities flourish.

Learn more at [WellSky.com](https://WellSky.com).



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