

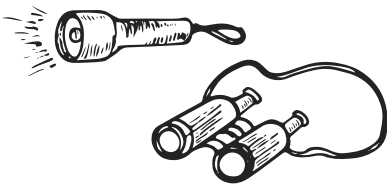
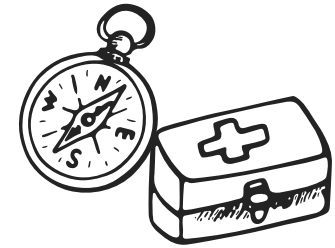


Overcoming a TPE

One Agency's True Tale of ADR Adventure

Part I: Lost!

In 2019, one of the nation's largest health care systems found itself struggling through a Round 1 Targeted Probe and Educate (TPE). They reached out to BlackTree for guidance and ADR support.



Part II: Scouting the Terrain

BlackTree analyzed the agency's existing operations and determined that inconsistent procedures for managing face-to-face encounters were driving non-compliance.

Part III: A Plan is Hatched

BlackTree determined that the client would have success in the Round 2 TPE and reduce future ADRs by addressing these 4 overlooked workflow steps:



1. Identify a valid encounter note at referral

2. Properly document support for skilled need and homebound status on the plan of care

3. Ensure all required elements are in the encounter note

4. Have the certifying physician attest to the date of the face-to-face encounter

Part IV: The Summit

Workflow improvements were implemented, training was provided, and results from the Round 2 TPE were positive:

31%

Error rate reduction

0

Additional TPE rounds were required

