

Terre Haute Regional ED Chart Completion Policy

1. SITUATION

- a. Charting is expected to be complete in timely fashion.
- b. Billing opportunities and quality of care are compromised due to late documentation.

2. GOALS

- a. We need to improve our culture of chart completion.
- b. We need to meet expectations which are strict but attainable.

3. EXPECTATIONS

- a. Charts will be completed by end of shift as often as possible.
- b. 90% of providers' charts will be complete by 24 hours.
- c. 100% of providers' charts will be complete by 96 hours.

4. PLAN

- a. Deficiency audits will be performed frequently.
- b. Providers found with 2 or more charts incomplete past 24 hours, or any charts deficient greater than 96 hours will be put in the **YELLOW** charting deficiency zone.
- c. Providers found with 5 or more charts incomplete past 24 hours, or any charts deficient greater than 1 week will be placed in the **RED** charting deficiency zone.
- d. Providers in the Yellow zone will be sent a reminder immediately. Envision leadership will be notified of status.
- e. Providers in the Red zone will be reminded daily by phone, text, or email until the charts are resolved. Envision leadership will be updated on status.
- f. Providers with persistent non-compliance will be sent a letter asking for a formal response to include an explanation of the deficiency and a plan for improvement.
- g. Providers may be removed from the schedule for extreme instances of delinquency.
- h. Mitigating circumstances will be considered during the above process.

Charting Deficiency Zones

