



AMERICAN CASE MANAGEMENT ASSOCIATION

**CMS Important Message / Appeal Rights Notification
Requirement
Survey Findings**

2009-2010 ACMA Public Policy Committee

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EXECUTIVE SUMMARY:

Demographics:

- This survey was available online for one month, Sept.-Oct. 2009, during which time 389 responses were collected.
- The majority of respondents are from facilities between 100 and 500 beds (59%).
- The overwhelming majority are from Acute Care hospitals (95%).

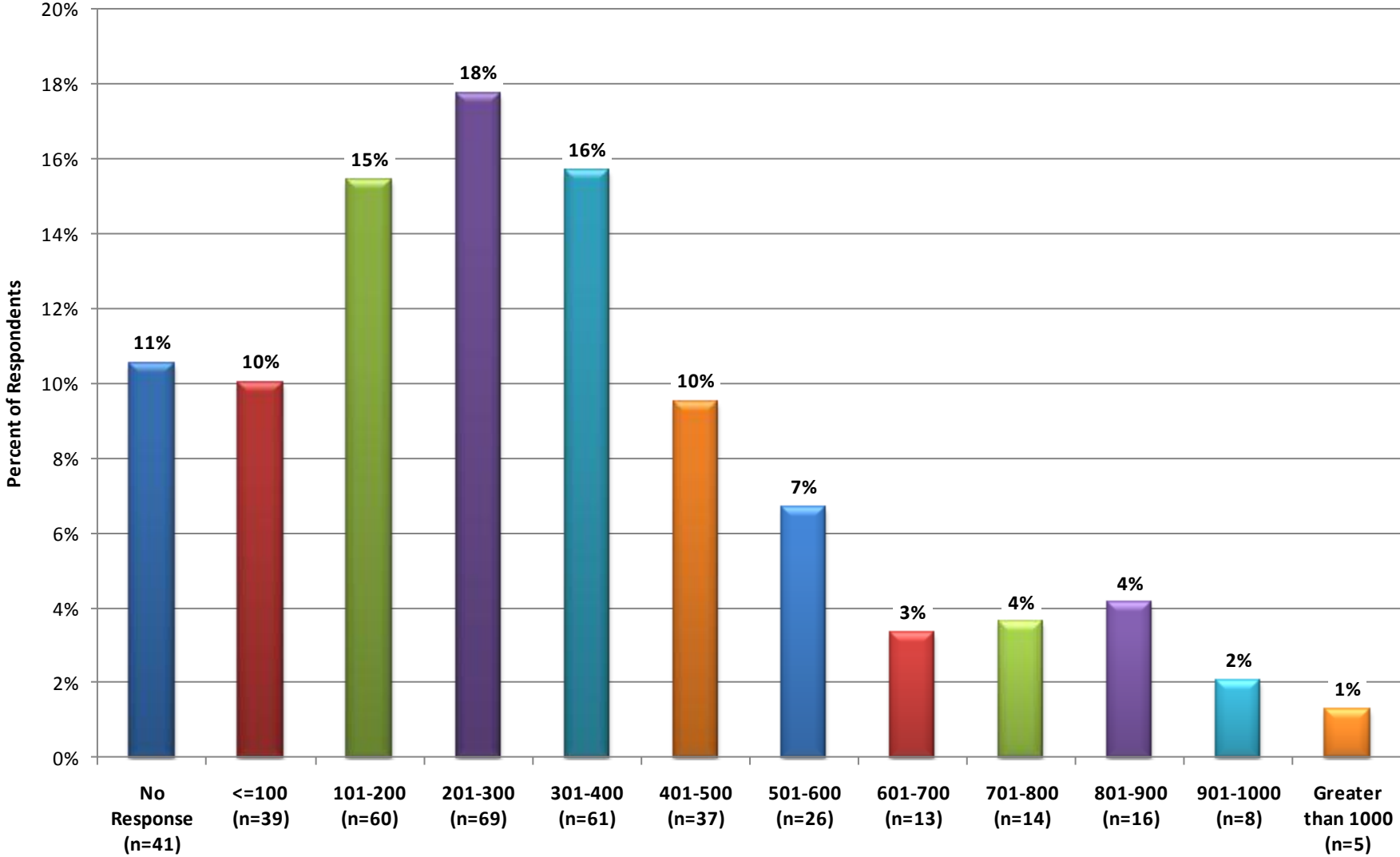
Survey Responses:

- According to respondents, the IM Follow-up is primarily owned by Case Management/Discharge Planning (84%)
- Only 19% of respondents (n=72) report that additional staff was added as a result of the responsibilities associated with IM Follow-up delivery.
 - Of those, 68% report that the number of FTEs added was 1.5 or fewer and 71% report that the type of staff added was administrative and/or clerical.
- The majority (59%) report that it takes 10 minutes or less to deliver an IM Follow-up message to patients at their facilities.
- The challenges indicated most frequently as inhibiting higher compliance rates are:
 - Specific date of discharge not known in advance (n=317)
 - Weekend discharges (n=304)
- Approximately 38% of respondents indicate that they receive more discharge appeal requests since the implementation of the IM requirement.
 - However, despite the increase in appeals for some facilities, the overwhelming majority of respondents report that fewer than 25% of appeals are ultimately granted/successful.

Individual Comments:

- Approximately 31% (n=120) of respondents shared comments about the IM Follow-up process
- In general terms, respondents feel that the process is cumbersome, time consuming, and adds little or no value to the patient care experience, to the extent that some report the follow-up requirement increases patient confusion and frustration.

Survey Respondent Demographics: Facility Size

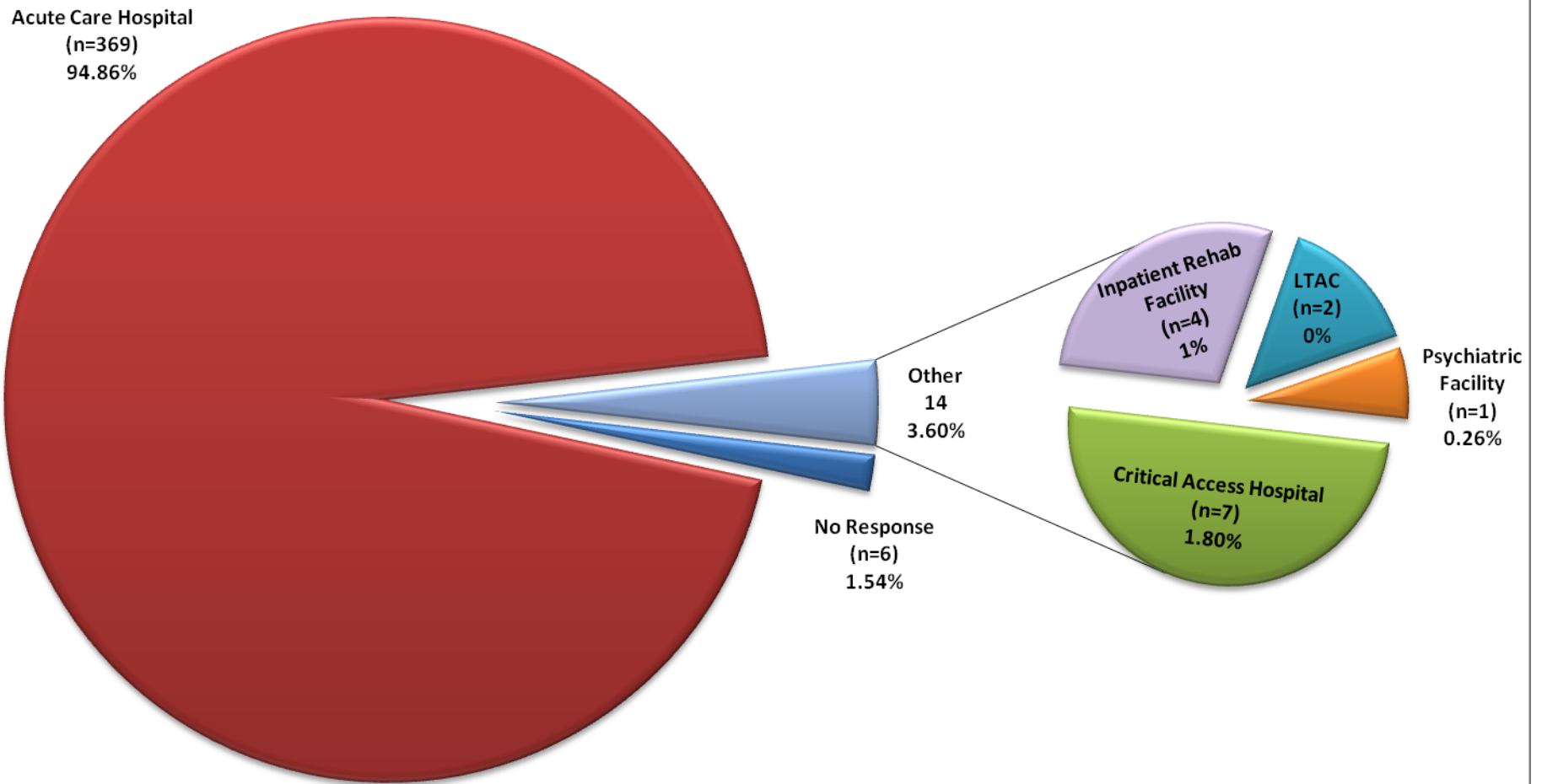


Facility Size (number of beds)

(n=389)

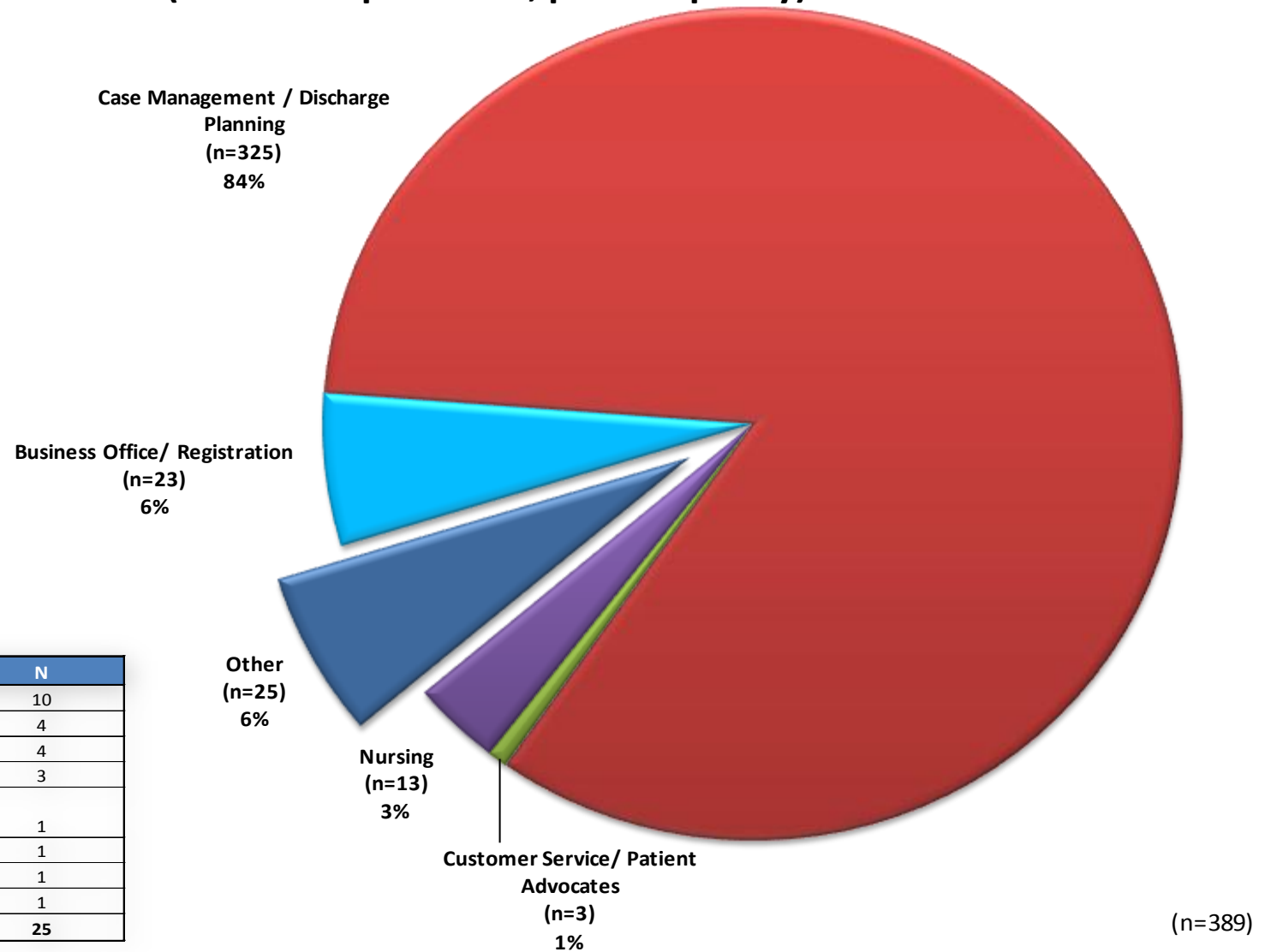


Survey Respondent Demographics: Facility Type



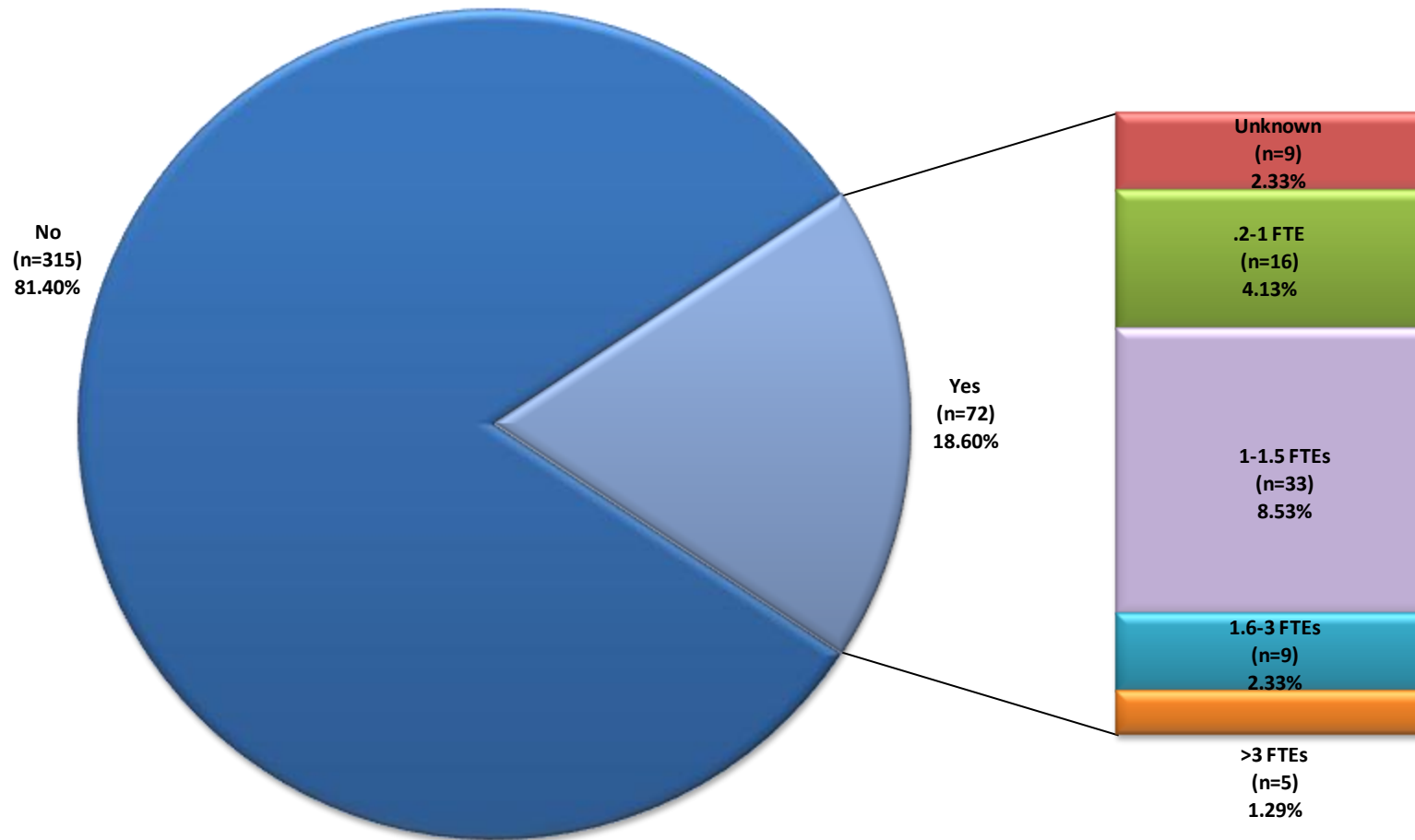
(n=389)

**At your facility, which department is responsible for delivery of the follow-up notice of the IM prior to discharge?
(If other department, please specify)**



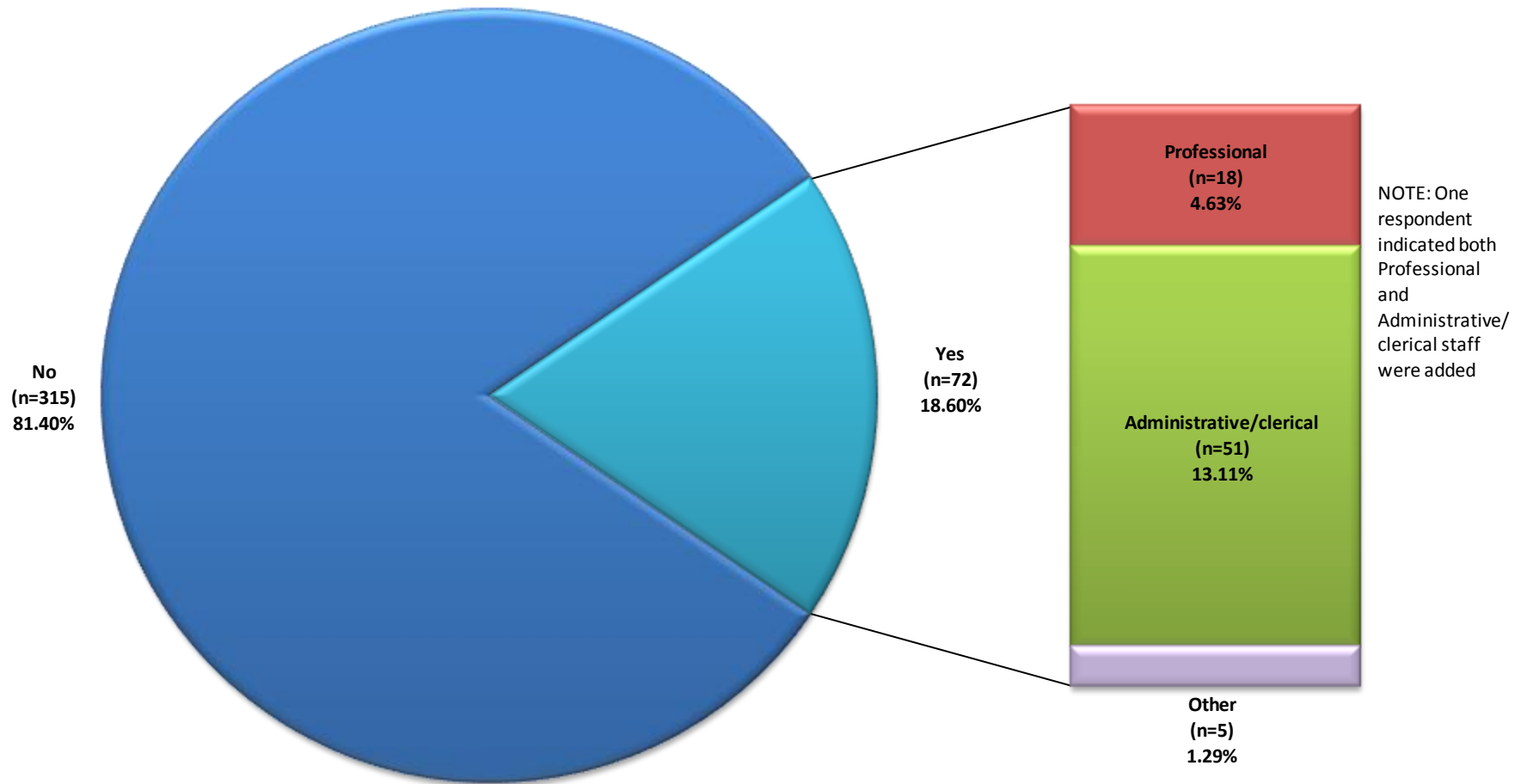
Other Department	N
CM & Nursing	10
CM & Registration	4
Utilization Review	4
Social Work	3
Business Office & Discharge Nurses	1
CM & Patient Care Services	1
Financial Counselor	1
Patient Placement	1
Total	25

**Did your facility add staff to manage the additional requirements of providing the follow-up IM notice to patients at discharge?
(If Yes, how many FTEs)**



(n=387)

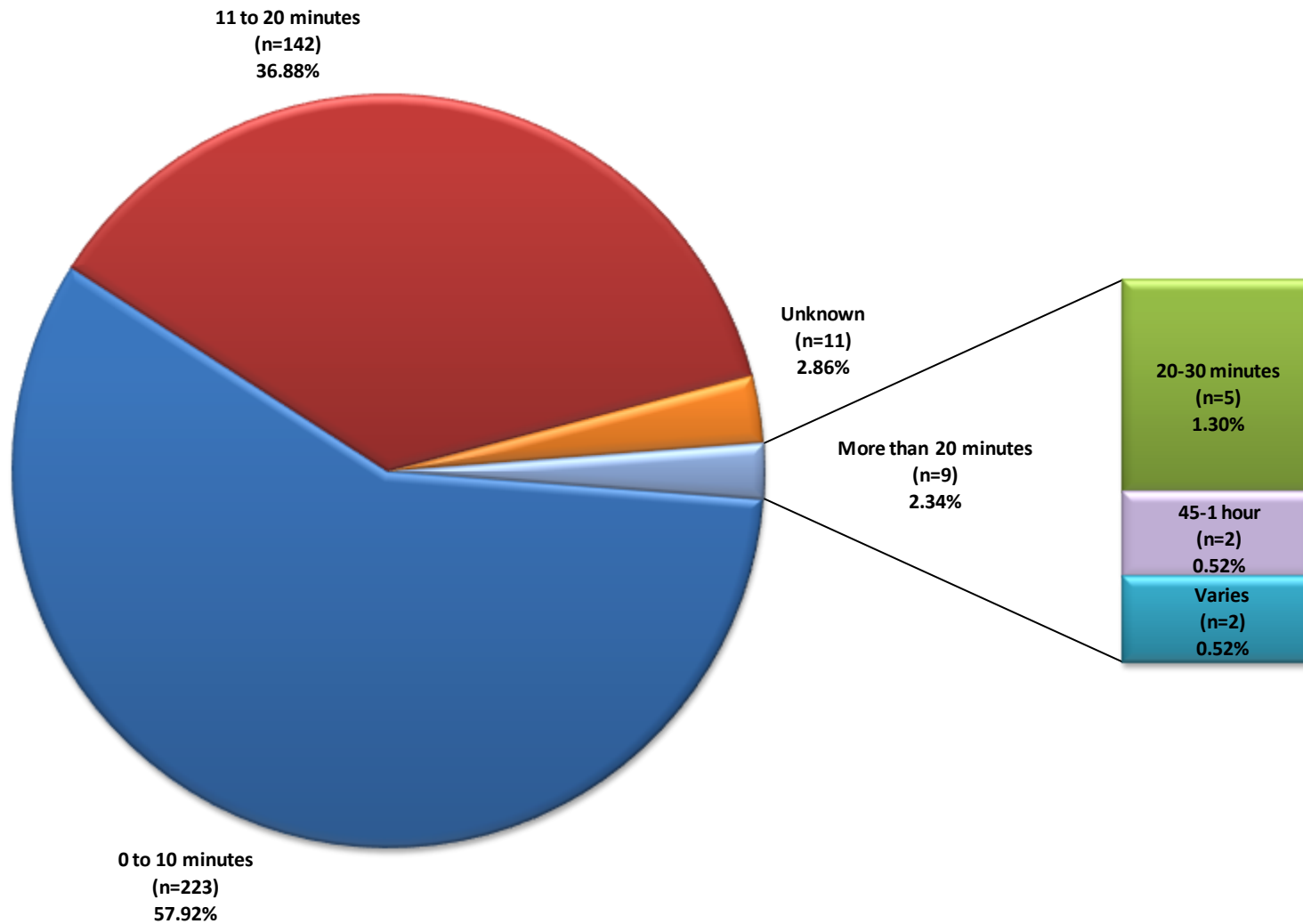
**Did your facility add staff to manage the additional requirements of providing the follow-up IM notice to patients at discharge?
(If Yes, what type of staff was added)**



NOTE: One respondent indicated both Professional and Administrative/clerical staff were added

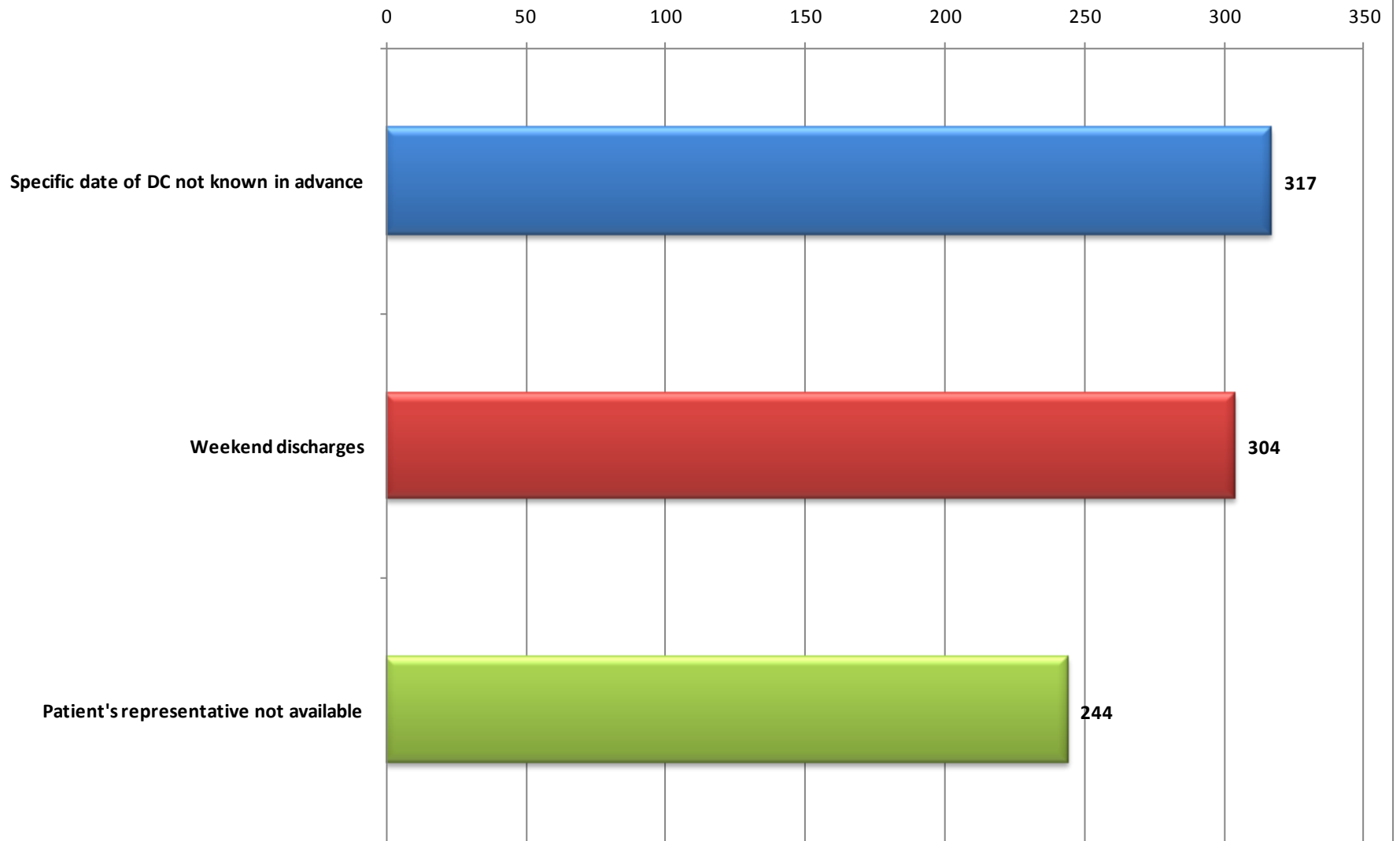
(n=387)

**On average, at your facility, how long does it take to deliver one follow-up IM notice to a patient prior to discharge?
(Please specify average number of minutes if greater than 20)**



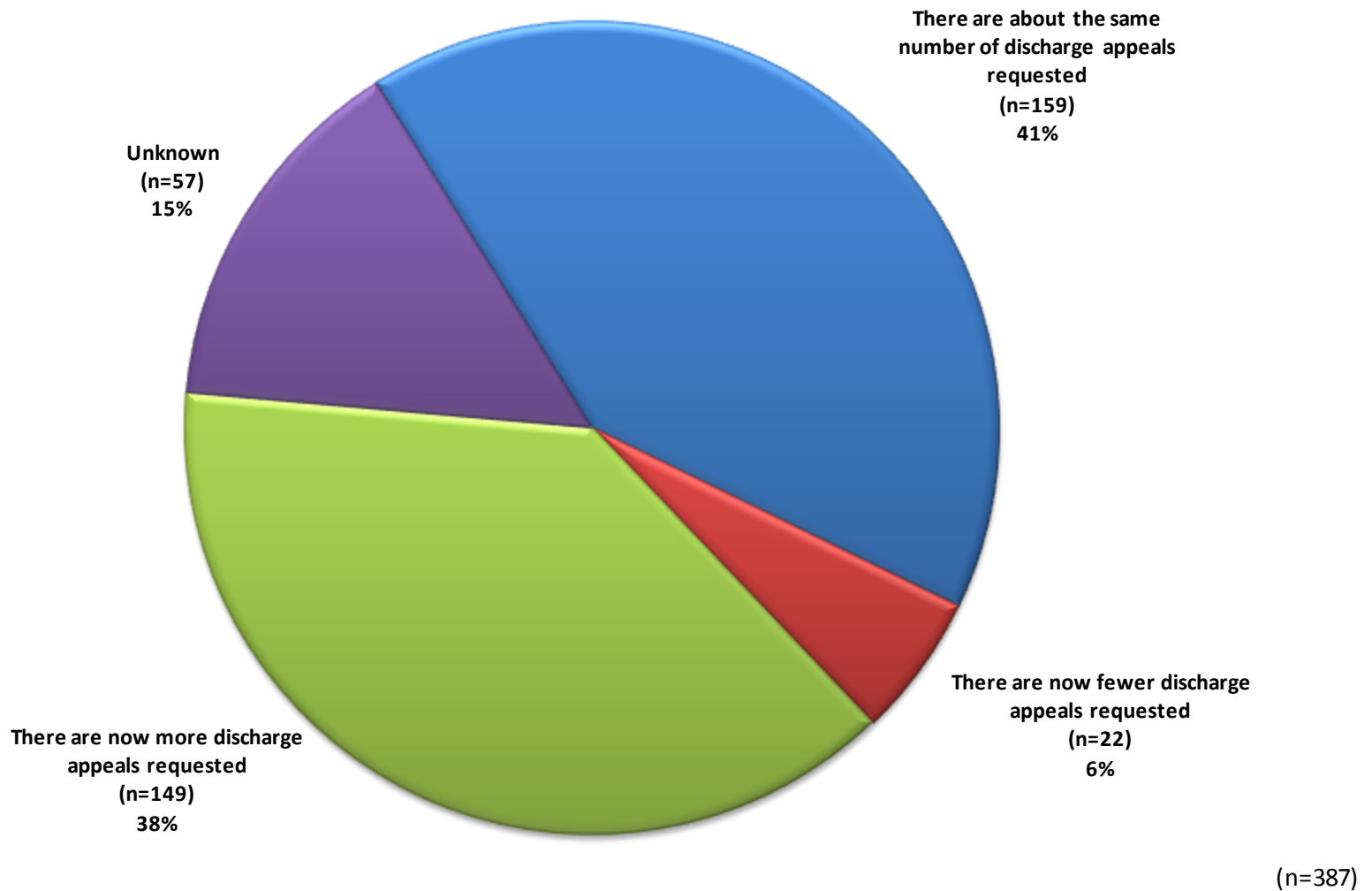
(n=385)

What are your identified challenges (check all that apply):

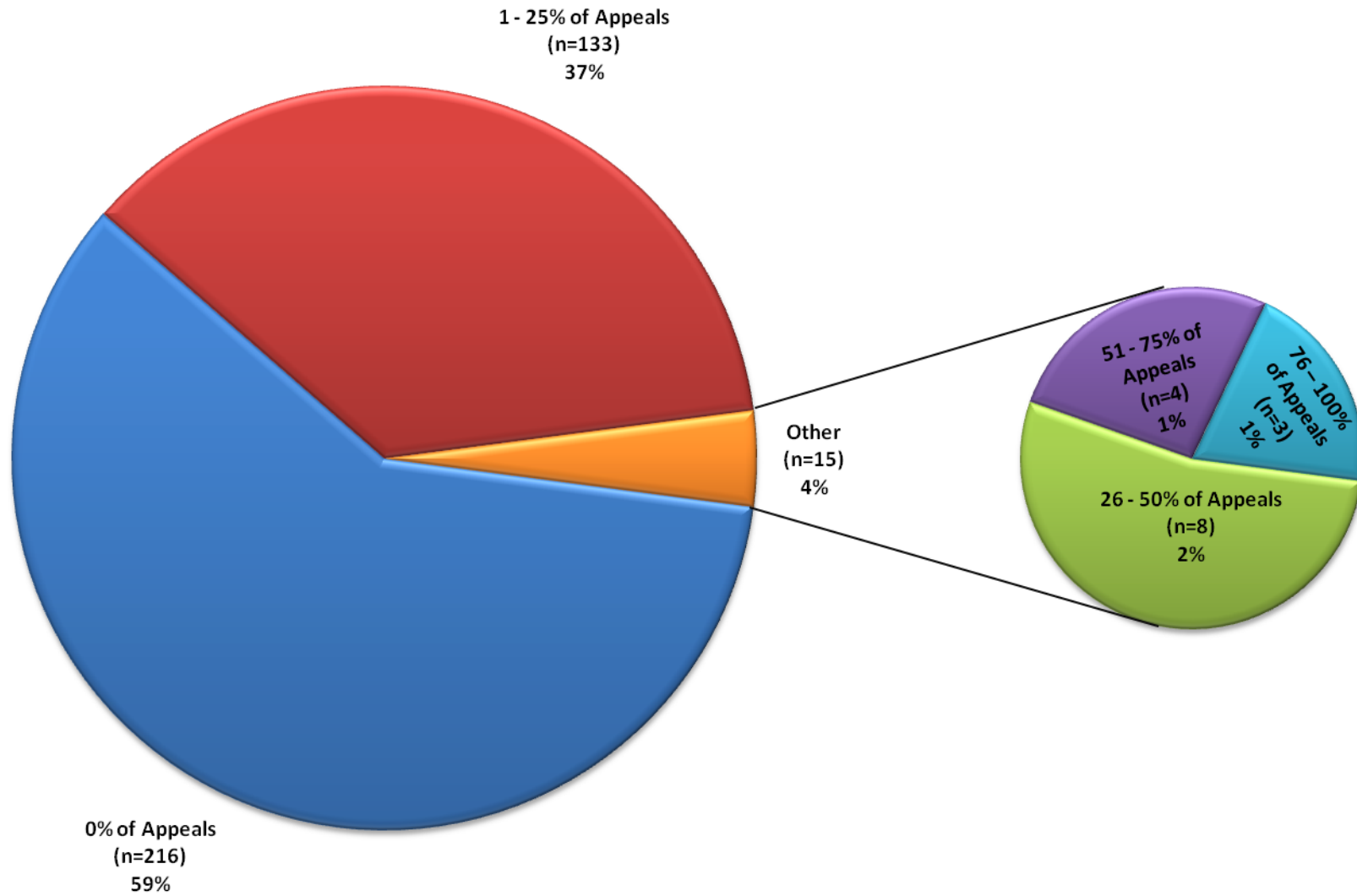


(n=389)

Comparing the number of discharge appeals before and after the IM requirement (effective July 2007), which statement best reflects the trend at your organization?



Of patients who have appealed their discharge, what percentage of these appeals have been successful for the patient/beneficiary?



(n=387)