



## October Care Coordinator Forum Minutes

### Attendees:

#### Wednesday, October 29, 2008

Deb Fath, Grant Medical Center, Columbus, OH  
Jean Richmond, Riverside Hospital, Kankakee, IL  
Patti Timlin, RN, Grant Medical Center, Columbus, OH  
Rhonda Whiting, RN, Hamilton Spine Center, Dalton, GA  
Rachel Elliott, Priority Consult  
Bobbie Ryan, RN, Mayfield Clinic, Cincinnati, OH  
Paul Pugsley, Priority Consult

#### Thursday, October 30, 2008

Rose Graham, RN, St. John Medical Center, Detroit, MI  
Kim Green, Wellspan Health System, York, PA  
Lynne Kearns, RN, Kentucky Neuroscience and Orthopaedics Institute, Lexington, KY  
Robin King, Wellspan Spine Center, York, PA  
Jane Ray, RN, Salem Hospital Regional Health Services, Salem, OR  
Susan Rogers, St. John Medical Center, Detroit, MI  
Sandra Shaffer, Wellspan Spine Center, York, PA  
Debbie Spoutz, RN, St. John Medical Center, Detroit, MI  
Nadine Stone, RN, Wellspan Spine Center, York, PA  
Lisa Toomey, Wellspan Spine Center, York, PA  
Paul Pugsley, Priority Consult  
Rachel Elliott, Priority Consult  
Bobbie Ryan, RN, Mayfield Clinic, Cincinnati, OH

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### Topic: Priority Consult Audits

Priority Consult audits are intended to ensure that Intake Specialists, Care Coordinators, and Reviewers are completing their Priority Consult responsibilities in an accurate, thorough, and timely manner. The Priority Consult Audit Process document was reviewed, as well as audit worksheets and summaries for each position. The audits can be performed quarterly, twice a year, or annually. The following are the steps to completing an audit:

1. Identify a timeframe for the audit.
2. Select 10 – 20 patients' records to review per staff member.
3. Review each patient record closely, utilizing the Priority Consult Audit worksheet for Intake Specialist, Care Coordinator, or Reviewer to score each identified data point. If each data point is complete in the patient record, award the person full percentage points. If the data point is missing or incomplete, no percentage points should be awarded. Record brief comments regarding the missing or incomplete information.

4. After reviewing and scoring each patient for a particular staff member, average the score received for each data point and record them on the Priority Consult Audit Summary form.
5. Average the final score received per patient record to arrive at a final, cumulative score for the staff member.
6. For Intake Specialists and Care Coordinators, add recommendations to improve the staff member's future performance.

**Next Forum Topic**

Online Reviews and Creating Testing Orders within Priority Consult

**Next Meeting Dates**

Wednesday, November 12, 2008 11:00am EST

Thursday, November 13, 2008 11:00am EST