

The journey from Diagnostic Related Group (DRG) facilitators to Clinical Documentation Improvement (CDI) Analysts: using data to find the opportunities and develop clinician engagement.

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With the introduction of the Activity Based Funding (ABF) model, Illawarra Shoalhaven Local Health District (ISLHD) implemented a program in 2011 to educate clinical staff about the ABF model and the importance of clinical documentation to ensure the true acuity of the patient is captured. High cost, high volume DRGs were targeted with the role aptly named DRG facilitator.

Fast forward to 2018, the role evolved and developed the capability to analyse data from multiple sources to assist us to target underperforming DRGs and identify any other 'opportunities'. Given this evolution into an analyst role a name change was proposed - CDI Analyst was adopted.



We have broken down workplace barriers and collaborated with the assistance of other key staff members. This team has used positively focused constructive feedback to provide meaningful data such as efficiency, length of stay and complexity to each department. We focussed on benchmarking and clinician education resulting in sustained clinician engagement.

Engagement, although hard to measure, is one of the most underestimated outcomes and is essential for prompting change. Through the role of the CDI Analyst and other key stakeholders, Wollongong Hospital has become an exemplar hospital across multiple departments within NSW and Australia.

