

# Appendix A: Key Points in Developing a CDI Program

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## Recruitment Best Practices

- Create a culture where great employees want to work
- Consider the candidate's cultural compatibility, leadership skills, communication skills, and intellectual ability
- Consider all candidate streams when recruiting both internally and externally, such as health information management, coding, quality, nursing, or case management staff
- Consider the advantages and disadvantages of hiring internally or externally

## Selecting the Right Employee

### Key Skills Needed for an Optimal CDI Candidate

- Critical thinking skills
- Analytical skills
- Communication skills (with internal and external stakeholders)
- Coding skills
- Pathophysiology, anatomy, pharmacy, and physiology knowledge
- Education and experience

## Interviewing Candidates

- Interview formats include in-person, telephone, Skype, WebEx, and others
- Interview types include team interviews or individual
- Interview questions are important to prepare

## Testing Candidates

- Determine scope of testing (aptitude, intelligence, reasoning, personality)
- Determine the type of test to be administered (multiple choice, discussion, short answer, or a combination)

## Plan Candidate Orientation

### Organizational Orientation

- Orientation to the organizational structure such as departmental policies and procedures, safety, time and attendance, organizational and departmental processes, and system access.

### CDI Program Orientation

- CDI Program Orientation should cover the following basic points of the CDI program:
  - Purpose and goal of CDI program
  - Role of CDI professional

- Review common clinical documentation used for code assignment such as progress notes, history and physicals, discharge summary, operative reports, consultation reports, and ancillary documentation (radiology, laboratory, and pathology)
  - Review top 10 DRGs for organization
  - Review the clinical definition, body system, clinical indicators, and coding guidelines for common MS-DRGs
  - Review quality initiatives with the facility
  - Writing and managing physician queries
  - Review CDI metrics
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