Assigning APPs and/or Residents Simultaneously with Attending for Post Discharge Queries

Situation: Post Discharge Query delays are the top cause of Discharged, Not Final Billed (**DNFB**) across the system, *accounting for up to $13 million in delayed revenue per month, per location*.

Background: APPs and Residents are involved in concurrent queries, however not assigned Post Discharge Query, since they lack delinquency accountability through suspension.

Assessment:

- APPs and Residents directly care for patients and can address post discharge queries in a timely manner.
- Simultaneous assigning to the Attending, APP and Resident allows for assistance while keeping the Attending as the accountable role including delinquency.
- **APP and Resident post discharge query notes do not require co-signature and are compliant with CMS/Payors.**
- **The Attending can still instruct the APP or Resident to flag for co-signature if desired.**
- **If there is any conflict or ambiguity in documentation, this will be settled by a direct query to the Attending only.**

Recommendation: Enact simultaneous assignation of Post Discharge Queries to the APP, Resident, and Attending that are involved in the patient's care.

- [**Click here to review a printable PDF of the SBAR referenced above.**](#)