

# Information Packet

Benchmarks for

Measuring Health Care Auditor Productivity



Survey Conducted February 2010

By

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**A non-profit training & certification organization in the United States**

# Benchmarks for Comparative Analysis and Setting Realistic Goals

## Authors

Survey questions and analysis of data to develop this publication are from the efforts of the following administrative staff of the American Institute of Healthcare Compliance (AIHC):

- **Board Chair, Joanne Byron**, *LPN, BSHN, CHA, CMC, CPC, CPC-I, MCMC, PCS*
- **Board Member, Karen Drummond**, *CPC, CPC-I, CPC-H, PCS, FCS, CMC, ACS-RA, AC-BO/GYN, CMBS-I*
- **Certified Healthcare Auditor Instructor, Robert D. Pattison**, *CHA, CMQ, CQE, CQA, MCMC*

AIHC is a non-profit organization. These above listed board members received no compensation for this publication and donated their time and talents to produce these informative benchmark statistics.

## Purpose

After various efforts were made by The American Institute of Healthcare Compliance to locate productivity statistics of health care auditors failed, the board of directors voted to approve launching a survey to such collect data to include in the Certified Healthcare Auditor (CHA) course.

The questions were developed not only to collect statistically significant data regarding productivity of health care auditors, but the project was expanded to analyze pertinent factors which directly and indirectly impact speed, accuracy and efficiency of conducting audits in a health care environment.



## Contents of this Publication

AIHC conducted an electronic nation-wide survey of AIHC members and health care administrators throughout the United States. The survey was performed using electronic software to store and analyze audit results.

There were twenty-three (23) questions in the survey. The first question, an agreement to provide contact information of the participant and the last question providing fields for contact information. Therefore, the results analyzed to produce the survey results are based upon questions two (2) through twenty-two (22). As you review the information in this book, you will note twenty-one (21) questions presented in the order of how they were asked in the electronic survey.



## Collective Results

The first set of survey results combines all responses to the survey. Questions are asked for participants to identify their positions held in their health care organization. Additional questions are asked specifically regarding inpatient, outpatient, Evaluation & Management and surgery auditing productivity.

## Survey “Filters”

The collective results were filtered using the survey software. The primary participants of this survey were physician coders and auditors. The following subcategories were filtered from the total survey results and published separately to provide additional statistics to report:

- Physician Office Auditing Benchmarks; and
- Physician Inpatient Auditing Benchmarks.

## Factors Affecting Productivity

The following important factors were included in the survey:

- Distractions;
- Pre-auditing planning measures;
- Hand-written versus transcribed notes;
- Legibility;
- Electronic Medical Records; and
- Use of auditing software;

## Auditor’s Department



## Presentation of Data







- Each page contains the question and answer choices to each question.
- A table provides the results to each question presented in a ratio or percentage format. The ratio represents the percentage of the total responses to that specific question.
- A graphic illustration using bar and pie charts is provided to demonstrate the variances between the answers to each question.

An index provides details of the survey for quick reference and usage of the booklet.



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