

Recognizing Outstanding Service Excellence



Jan Crow
Health Information Management

Alan Lines from Emergency Medicine submitted the following nomination . . .

Jan Crow contributes to all five pillars of excellence from my perspective. Here's her story. Jan was hired one year ago to develop and execute an in-house Emergency Department (ED) coding process as a collaborative effort between the ED and Health Information Management department. Jan was originally hired as a .5 FTE but kindly agreed to work full-time while recruitment continued until we could establish a full staff.

Jan contributes to the PEOPLE pillar by demonstrating competence as a well-trained experience ED coder and insisting that the ED Coding program maintain a high standard in the coders that are recruited by participating in the recruitment and training process. She was quickly promoted to lead coder because of her expertise, and commitment.

Jan has contributed to SERVICE pillar by being so devoted to establishing an exceptional ED coding program at OHSU that she continues to work full-time, although is really supposed to only be .5 FTE one year later as we have struggled through recruiting for this hard to recruit position. She has put in many hours of overtime as requested and is always willing to help out as needed.

Jan was very instrumental in the QUALITY of ED coding by establishing the guidelines by which the coders would code ED facility and professional fees. She continues to identify procedures that need to be added to the charge master and is always coaching staff on improving documentation quality.

Jan contributes to the FINANCES pillar by instructing ED physicians and nurses on improvements that can be made in their documentation to more effectively capture charges and improve revenue. These have resulted in changes in EPIC to better facilitate the documentation and charge capture process.

Jan has contributed to the GROWTH pillar in the ED by identifying procedures that can be billed in the ED that were historically not billed by the prior coders. She is 100% committed to having a successful in--house ED coding program and her dedication and support have been greatly appreciated.

We would love to honor Jan's contributions with a Golden Rose Award.



Award Recipient - October 2008