



# SerenaGroup Newsletter



August 2020

SERENAGROUP MONTHLY UPDATE

ISSUE 30

## The Show Must Go On

Throughout the pandemic, SerenaGroup® has stressed the essential nature of wound care services. The prognosis for patients suffering from non-healing wounds far exceeds the risk posed by the novel virus. SerenaGroup takes all necessary precautions to avoid the spread of COVID19 in our wound centers. We have successfully treated our sickest patients and, by so doing, have significantly reduced the risk of infection sepsis and death.

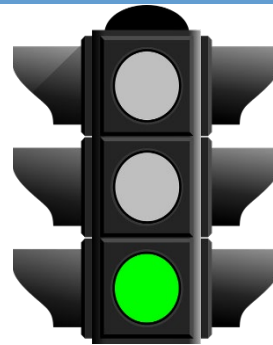
Borrowing a phrase from show business, "The show must go on." On-site education must continue despite the omnipresent risk of viral infection. In the past month, SerenaGroup has conducted both our 40-hour "Introduction to Hyperbaric Medicine" and "Challenges in Wound Healing" Courses. We have at least two courses scheduled each month for the remainder of 2020. Virtual events are great, but they lack the dispensable interaction between the attendees and faculty. Personally, I am "zoomed-out."

SerenaGroup® follows social distancing and facial covering

guidelines during our conferences. The *Challenges* course received rave reviews at the most recent event at Ascension Seton Hays in Kyle Texas. Discussions on the business aspect of wound care carried on through the lunch break. The in-person patient testimonial was a moving experience for our attendees. The polling questions, debates and humorous comments enhanced the educational experience and fostered input and discussion from our participants.

**COVID is with us.**

*The show must go on!*



August Blue Star Winner

**"Ally George"**

"Ally is an asset to Inspira Health and to SerenaGroup. She is a team player and is always jumping in to help where she can. - Inspira Health Hyperbaric Program"

SerenaGroup Centers are encouraged to recognize those around them who go above and beyond their job description. Recognizing hard work is a priority for SerenaGroup and we sincerely thank those who continue to be compassionate about their work in healing wound care and hyperbaric medicine patients.

## 40-hr Hyperbaric Medicine Course

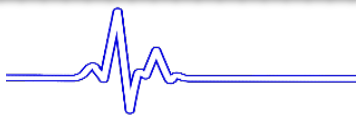
September 10-13, 2020  
Omaha, NE

November 6-9, 2020  
West Palm Beach, FL

More dates to come....

Registration is required at  
[www.serenagroupinc.com](http://www.serenagroupinc.com)

Contact SerenaGroup if you would like to have an on-site course at [serena@serenagroups.com](mailto:serena@serenagroups.com)



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### How can you support Wound Care Research?

Here is a simple way to make that happen. When you shop on Amazon.com, – always start at:

[smile.amazon.com](http://smile.amazon.com)

Select SerenaGroup Research Foundation and Amazon will donate 0.5% of the price of your eligible AmazonSmile purchases.

While shopping for your favorite items, you will be helping develop new products and techniques through wound care research.



## MODIFER 25 HELP!

*Matt Schweyer, CPCO, CHT-A, CHWS - Chief Quality Officer*



Can I drop an Evaluation & Management (E&M) code and can I amend with modifier 25?

Of all modifiers, 25 seems to be that one that provides the most angst and problems. Recently an article in *Today's Wound Clinic* (4/2020) provided a great summation of evaluation and management/clinic visit codes and addressed its utilization in the Wound Care Centers. Below is a summation of this article.

E&M and Clinic Visit codes should not be reported when a minor procedure was performed during the same encounter **unless the physician/QHP also addressed a new or separately identifiable problem and thoroughly documented it.** By stating in the medical record that services were greater than normal does not justify an E&M code. If a new or separately identifiable problem was addressed when a minor procedure was performed, the E&M or Clinic Visit code should be appended with modifier 25.

Likewise, *CMS OPPSFAQ* released in FY 2003 with periodical updates that address appropriateness as it relates to modifier 25. In this document, there is language that has been utilized to support adding the E&M code and amending on the date a procedure was performed. In the FAQ, it mentions three specific times:

1. When the patient's condition requires a significant, separately identifiable E&M service above and beyond what is customary. The information substantiating the E&M service must be clearly documented in the patient's medical record.
2. That is beyond the usual pre-operative and post-operative care associated with the procedure.
3. When a separate history was taken, a separate physical was performed, and a separate medical decision was made

and is documented in the medical record.

Armed with the above information, let's look at a scenario that is seen occasionally in the wound care centers.



A long-standing patient presents to the center. The patient is febrile, has increased pulse rate, his blood sugar is out of range and general malaise at the visit today. In this scenario, the clinician must ask herself, *"Is this normal, customary and should I bring it to the providers attention?"* The provider sees the patient, obtains the history from the patient, decides the patient has an underlying infection, prescribes antibiotics and documents all of this in the patient's medical record. During the same encounter the provider debrides the ulcer.



The above scenario is a good example of care that is outside of what would customarily be performed during the procedure. This requires a separate history, physical and decision making to determine how to manage **the infection not the ulcer being debrided!**

Some hospitals have a mandate and/or policy around usage and handling modifiers. However, from a compliance perspective, the language in *The NCCI edits & manual, LCD (Local Carrier Decisions)* that addresses E&M in the wound care center and the above FAQ.

For our hospital partners, we want to ensure that the SerenaGroup Chief Compliance Officer and the Hospital Compliance Department reach the same conclusion. If there are more questions around Modifier 25, please reach out to me at [mschweyer@serenagroups.com](mailto:mschweyer@serenagroups.com) and I would be happy to assist further; from a clinician, provider and hospital standpoint.





SerenaGroup is proud to announce the 1st SerenaGroup Wound Care Challenges Symposium that was held at Ascension Seton Hays was an educational success for all those that attended.



The Challenges Course combines didactic lectures with practical hands-on learning in a relaxed and interactive atmosphere.

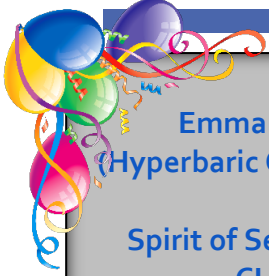
The program is designed for nurses, physicians, physical therapists, administrators and technicians in all patient care settings. It is ideal for anyone who treats wounds.



To schedule an on-site course - visit [www.serenagroupinc.com](http://www.serenagroupinc.com)







**Congratulations to Emma Hartman, CNA, HBOT (Hyperbaric Oxygen Therapy) Tech as the inaugural Spirit of Service Award winner at CHI Health St. Elizabeth!**

"I have seen many healthcare workers over my afflictions, some good, and some poor, but very few are as caring as Emma Hartman," her nominator wrote. "She makes sure everything is on time, all while juggling 2-3 patients at a time without breaking a sweat, and I have all the faith in the world putting my care with Emma and her co-workers."

Emma's patient shared that this was the first time they took the time to write a note of recognition. "Emma is great with patients, has great rapport from everyone that I have seen her with," the nominator wrote. "She works her job with a passion, and it comes through to her patients. That is rare, but greatly appreciated. So, with a heartfelt thank you, I would like to recognize Emma Hartman for her dedication and love of the job."

*The Spirit of Service award is a monthly recognition program to honor staff throughout CHI Health. The guiding principles of the program are our Core Values, staff competencies and demonstration of service to our mission, patients and each other. The program builds on our existing engagement essentials, recognition practices and builds a culture where employees are valued.*



**SERENAGROUP SOCIAL MEDIA POSTS  
IN CASE YOU MISSED IT...**

**Quotes From Our Patients:**  
Prisma Health - Ocoee Memorial Hospital

"All staff is friendly, skilled and keeps me informed. All employees are compassionate and really care about me and my health."

"The entire staff at the Wound Care Center are very friendly and really invest their time in formulating a specialized plan of care for their patients' optimal healing."

"Everyone in Wound Care is professional and nice. They have taken excellent care of me. Dr. Kidd is an excellent doctor. He not only treats my wounds but is attentive to other needs as well."

"Tall are fast, friendly and caring - willing to do what needs to be done to help!"

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CHI Health Creighton University Medical Center - Bergan Mercy Advanced Wound Care Center continues to celebrate the healing of their patients with a celebration Healing Visit! Love seeing such a hard working team who are dedicated to their patients. #healed #woundcare #ibot

Healing Wounds is our Top Priority  
was healed today!

Q&A with Dr. Thomas Serena. If you have a question to know! [www.serenagroupinc.com](http://www.serenagroupinc.com) #expertinwoundcare #woundcare #nursing #education

**Question: What is the post-operative dressing?**

**Answer: Based on the available literature, there is no best dressing. Comparative effectiveness trial exist. However, the characteristic of an ideal post-operative dressing is:**

A CHI Health patient's card brings the team motivation all year round! #PatientPostcards

To thank you for your kindness at this happy time of year, and to hope the new year brings you good health, good luck, good cheer!

THANKS FOR ALL THAT YOU DO!  
Howard SerenaGroup

Why refer the Diabetic Patient to the Advanced Wound Care Clinic [www.serenagroupinc.com](http://www.serenagroupinc.com) #dfu #woundcare #ibot #advancedtechnology #healingwounds

**Why Refer the Diabetic Patient?**

Diabetes is the seventh leading cause of death in the U.S., according to the Centers for Disease Control and Prevention. Overall, 26.5 million people in the U.S. - more than 10% of the country's population - have diabetes, the agency reports.

In addition, more than 88 million adults in the U.S. have prediabetes.

People with diabetes have health care costs more than double that of people who do not have the disease, research suggests. One diabetes account for about 10% of all the care dollars spent in the U.S., Peterson said.

People with diabetes are 4 1/2 times more to suffer a heart attack or a stroke than people who don't have the condition. The disease exacts a terrible human toll. Diabetes is the leading cause of blindness in working adults.

Meet Mary and Jennifer: SerenaGroup's Dive Table BINGO winner from the recent introduction to Hyperbaric Medicine Course in Honolulu, Texas! #DiveTableBingo #HyperbaricCourse #MakingaDifference

**BINGO TABLE**

**Follow the SerenaGroup® Social Media sites:**

**Facebook: SerenaGroup**  
**Twitter: SerenaGroup4**  
**LinkedIn: SerenaGroup**  
Advanced Wound Care & Hyperbaric Medicine

A big "Thank You" to Dr. Kidd and our compassionate team at Prisma Health Ocoee Memorial for giving their patients a great experience. Excellent work team! #PatientSatisfaction #PostcardsFromPatients

**Dear Dr. Kidd,**

My thoughts turned to you today, and I wanted to let you know: "Thank you" and your staff for your kind expressions of service and wound care. It was a joy to come to your office. Thank you for sharing the room with us. We will look for it too! Best Bless you all

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**SerenaGroup**  
Building the Nation's Leading Wound Care Team