



## *Malnutrition Documentation Program Success Stories and References*

### **Success Story:**

#### **Aurora Health Care – 15 hospital system with census ranging from 16 - 600**

Our system knew that implementation of a malnutrition documentation program was the right thing to do, but implementation for 15 hospitals at one time seemed impossible. DM&A coaches provided the tools and expertise to help us make this a reality. They provided education to dietitians, physicians and other healthcare staff, assisted with talking points and visuals for critical conversations and participated in conversations for EMR process and build.

As the Manager of Clinical Nutrition for the system, I am seeing an enormous benefit. Our primary coach, Michelle Hoppman, helped me work through any obstacles that we encountered. Training in physical assessment skills and documentation of malnutrition has impacted the quality of work completed by our clinical staff. Notes are clear and concise, PES statements are meaningful. We have seen a positive impact on our relationship with physicians, therapists and nurses. Leadership is very interested in our program and most importantly we are demonstrating the value of the registered dietitian to the organization.

Thanks to Michelle and her team at DM&A for their help to make this program a success for us.

#### **Lynne Kurz, MS, RD, CD**

Manager, Clinical Nutrition  
System Food and Nutrition Services  
Aurora Health Care

### **Success Story:**

#### **Newton Medical Center – Average Census 60-75**

The Malnutrition Documentation Program (MDP) through DM&A was a HUGE success for our hospital. We increased reimbursement for our hospital so much that, after just a few months into the program, we were able to finally justify increasing our RD staff! Our successful MDP program even led to one of our dietitian's being named a hospital Employee of the Year.

We could not have implemented this program on our own. Our Success Coach, Michelle Hoppman, was awesome. She was so knowledgeable and encouraging. Thank you to the DM&A team for helping us demonstrate how valuable dietitians are in the clinical setting!

#### **Kenna Glick, RD, LD**

Newton Medical Center

**DM&A**

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**Success Story:**

**Jackson County Memorial Hospital – Average Census 40-45**

By working closely with DM&A and Success Coach, Michelle Hoppman, *Jackson County Memorial Hospital* generated \$69,000 in in-patient revenue in 1 year by improving patients' nutritional care and identifying malnutrition. DM&A opened our eyes and educated our physicians, coders, and nutrition staff. We realized quickly that we were already doing the work and taking care of our patient's nutritionally, but we were not nutritionally diagnosing malnutrition, coding or billing and therefore, not receiving revenue for the services. A sincere thank you to Michelle and the DM&A team for a great service provided to our patients, clinical team, and hospital.

**Danielle Jensen, MS, RD/LD**

Director Food and Nutrition

Jackson County Memorial Hospital

**Success Story:**

**Sarasota Memorial Hospital – Average Census 400 - 450**

“My experience with MDP through DM&A with Michelle Hoppman, RD, LRD, CDE, has greatly improved my assessment of all patients to be more comprehensive, including all over physical assessment for muscle and fat loss, as well as exploring reasons why patients become malnourished, and planning not only for MNT in the hospital to address those reasons, but continued MNT post discharge. This program has not only enhanced my skills as a dietitian, but has increased the importance of the role of the dietitian in healthcare among physicians and other medical professionals.”

**Julie Harris, MS, RD, LD**

Clinical Dietitian

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## **Success Story**

### **Sarasota Memorial Health Care System – Average census: 400-450**

Demonstrating the value and contribution of the clinical dietitian to the healthcare organization is a motivating objective as leader of the clinical dietitian team. Partnering with DM&A to implement a malnutrition documentation program is one way Sarasota Memorial Health Care System has been able to effectively elevate the expertise of the clinical dietitian and show impact on cost savings, revenue growth, and most importantly clinical outcomes. Working alongside Michelle and her team has been such a rewarding experience in empowering the clinical team to enhance their skill sets. Most significantly in the area of physical assessment and identification of malnutrition using the national guidelines; as well as looking broadly at topic of malnutrition from entry to the healthcare organization to discharge. Providing tools, resources, guidance, and sense of purpose has also helped bring greater job satisfaction. In addition, implementation of this program has paved the way and opened doors to collaborate with other interdisciplinary teams such as CDI, nursing, physicians, administration, and the community to provide awareness and quality care for the patients with malnutrition.

Many thanks and accolades to Michelle Hoppman and her team for making the malnutrition documentation program at SMH a roaring success with their expertise, passion, and professionalism! Please feel free to contact me with any specific questions and more information about how this program has been successful and has continues to grow and evolve years after implementation.

#### **Julie Bender-Sibbio RD, LD/N**

Former Clinical Nutrition Coordinator  
Sarasota Memorial Health Care System  
Executive Success Coach, DM&A

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## MDP Completed Program References:

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