

## SKILLED INTERVENTION in OutPatient Therapy . . . and elsewhere

*The following information may or may not be appropriate to your clinical setting. Please review the information and determine the appropriateness of the content prior to sharing with your staff.*

**Eligible for LMS Credit:**  Yes

One of the many reasons Medicare (or other third party payers) may deny an outpatient therapy claim is for the lack of documented skilled intervention provided by the therapist.

### Demonstrating Skilled Therapy Intervention

**Step One:** It is necessary to justify the need for skilled therapy in the Plan of Care. To demonstrate skilled intervention begin with documenting a thorough patient history. The Plan of Care is strengthened by an objective functional outcome measure. Determining a Treatment Diagnosis sets the stage for establishing treatment parameters and setting the patient's functional goals.

**Step Two:** During the course of treatment the documentation must to be able to demonstrate that the planned skilled intervention was provided . . . but how do you do that??

One of the shortest, quickest, easiest ways to demonstrate skilled intervention, that is, "*what the therapist did to get the patient to do what the patient did*" during a treatment session, is to utilize Action Verbs.

**Action Verbs:** Words used that describe an action that only the therapist could provide. **Action Verbs** can significantly improve the clarity of the treatment note. Use of action verbs in descriptive phrases with therapy language can decrease the need for lengthy notes and improve documentation efficiency and effectiveness. The treatment note should answer the question; "*What did the "therapist do" to provide care, to get the patient to complete their therapy?*"

*Some examples are included below.*

**Example:** Therapist **monitored** exercise form and technique. Scapular position was **manually controlled** and **guided** for correct Scapulo-Humeral Rhythm. **Corrected** position into scapular plane. **Updated** Home Exercises, **answered** patient and family questions **clarified** frequency to x2/day and intensity to tolerance without pain."

The list is attached for your convenience and can also be found on Knect: *Kindred Rehab Services (KRS) >Clinical Services >Hospital(KHRS) >OP Clinical Services >Documentation >Documentation Tools*

## Action Verbs for Demonstrating Skilled Care of the Therapist

Action verbs should be used to demonstrate the skilled intervention the THERAPIST provided to the patient.  
What did YOU do as a therapist to provide care to the patient?

### Clerical or Detail

activated	altered	assembled	approved	arranged
catalogued	classified	collected	compiled	described
dispatched	edited	estimated	executed	gathered
generated	implemented	inspected	listed	maintained
monitored	observed	operated	organized	overhauled
prepared	processed	proofread	published	purchased
recorded	reduced	retrieved	screened	specified
streamlined	systematized			

### Creative

acted	applied	composed	conceived	conceptualized
created	designed	developed	directed	established
evaluated	fashioned	formed	formulated	founded
illustrated	instituted	integrated	introduced	invented
loaded	molded	originated	perceived	performed
planned	presented	produced	refined	rewrote
updated				

### Communication

addressed	arbitrated	arranged	authored	communicated
corresponded	counseled	developed	defined	directed
drafted	edited	enlisted	formulated	influenced
interpreted	lectured	mediated	moderated	motivated
negotiated	persuaded	promoted	publicized	reconciled
reunited	renegotiated	reported	researched	summarized
spoke	translated	wrote		

### Financial

audited	balanced	budgeted	calculated	compared
adjusted	administered	allocated	analyzed	appraised
computed	developed	estimated	forecast	forecasted
managed	marketed	planned	projected	reevaluated
reconciled	researched	sold		

### Helping

advised	aided	assessed	assisted	brought
clarified	coached	coordinated	counseled	dealt
demonstrated	diagnosed	educated	encouraged	enlisted
expedited	facilitated	familiarized	guided	helped
inspired	maintained	modified	performed	referred
rehabilitated	represented	supported	upheld	

### Management

achieved	administered	analyzed	assigned	attained
chaired	conceived	contracted	consolidated	coordinated
decided	delegated	developed	directed	encouraged
evaluated	executed	handled	implemented	improved
incorporated	increased	inspired	launched	led
managed	motivated	organized	outlined	oversaw
planned	prioritized	produced	recommended	reevaluated
rejected	reported	reviewed	scheduled	strengthened
supervised	united			

### Research

clarified	collected	conceived	critiqued	detected
diagnosed	disproved	evaluated	examined	extracted
identified	inspected	interpreted	interviewed	investigated
organized	researched	reported	reviewed	searched
studied	summarized	surveyed	systematized	wrote

## Technical

analyzed	assembled	built	calculated	computed
designed	devised	engineered	fabricated	inspected
maintained	operated	overhauled	programmed	remodeled
repaired	solved	trained	upgraded	

## Teaching

adapted	advised	clarified	coached	communicated
coordinated	defined	developed	enabled	encouraged
evaluated	explained	facilitated	guided	informed
initiated	instructed	lectured	persuaded	presented
set goals	stimulated	taught	trained	updated

## More Action Verbs

anticipated	arbitrated	ascertained	charted	checked
classified	collected	completed	conducted	conserved
consolidated	constructed	controlled	coordinated	counseled
created	decided	defined	delivered	detailed
detected	determined	devised	diagnosed	directed
discovered	dispensed	displayed	disproved	dissected
distributed	diverted	dramatized	drew	drove
eliminated	empathized	enforced	established	estimated
evaluated	examined	expanded	experimented	explained
expressed	extracted	filed	financed	fixed
followed	formulated	founded	gathered	gave
generated	guided	handled	headed	helped
hypothesized	identified	illustrated	imagined	implemented
improved	improvised	increased	influenced	informed
initiated	innovated	inspected	installed	instituted
instructed	integrated	interpreted	interviewed	invented
inventoried	investigated	judged	kept	led
learned	lectured	lifted	listened	logged
maintained	made	managed	manipulated	mediated
memorized	modeled	monitored	motivated	navigated
negotiated	observed	obtained	offered	operated
ordered	organized	originated	painted	perceived
performed	persuaded	photographed	piloted	planned
played	predicted	prepared	prescribed	presented
printed	processed	produced	programmed	questioned
raised	read	realized	reasoned	received
recommended	reconciled	painted	perceived	performed
persuaded	photographed	piloted	planned	played
predicted	prepared	prescribed	presented	printed
processed	produced	programmed	projected	promoted
proof-read	protected	provided	publicized	purchased
recorded	recruited	reduced	referred	rehabilitated
related	rendered	repaired	reported	represented
researched	resolved	responded	restored	retrieved
reviewed	risked	scheduled	selected	sensed
separated	served	sewed	shaped	shared
showed	sketched	solved	sorted	summarized
supervised	supplied	symbolized	synergized	synthesized
systematized	talked	taught	tended	tested
trained	transcribed	translated	traveled	treated
troubleshoot	tutored	typed	unified	united
upgraded	used	utilized	verbalized	warned
washed	weighed	wired	worked	