

Optum CDI 3D combines:



100 PERCENT
automated case review



PATENTED LifeCode[®]
NLP technology



INTELLIGENT
case-finding logic

As a result, all content on each chart is reviewed to identify both lack of specificity and clinical gaps in documentation.

The CDI 3D bidirectional query capability has helped generate:

- A **51 percent** increase in physician response rates
- A **32 percent** increase in physician agreement rates

Optum CDI 3D pays big dividends for Truman Medical Centers

Truman Medical Centers (TMC) provides accessible, state-of-the-art quality healthcare to the Kansas City community. Anchored by two acute care academic hospitals with 600 beds, TMC serves as Kansas City's essential hospital, providing quality healthcare to the community regardless of the patient's ability to pay. As a result, TMC provides more than \$120 million in uncompensated care annually. This makes it extremely important that TMC's clinical documentation precisely reflects the patient care provided and ensures accurate revenue capture.

The drive for better CDI

TMC had been using a stand-alone CDI application since 2009. The product wasn't integrated with TMC's core systems and lacked sufficient reporting capabilities. "We knew with the impending ICD-10 deadline that we had to tighten our documentation," says Seth Katz, TMC's assistant administrator of information management and program execution. "We also believed that the condition of our patient population, many of whom delay care because they lack insurance, was not being reflected in our data."

Partnering with Optum360

TMC decided to revamp its CDI program and selected Optum[®] CDI 3D as its centerpiece. "We were already successfully using Optum360 coding service and Enterprise CAC," says Katz. "We had a lot of things aligned and having a unified CAC/CDI platform was huge. Plus, what really sold it was Optum360's ability to integrate with our EMR system so we could do bidirectional queries."

Putting it all together

"The implementation went smoothly and there was total collaboration between the Optum360 team, our interface team and our EMR vendor," says Katz. "As a result, we really hit the ground running."

“The unified CAC/CDI platform and ability for coders to see the CDI activity is a huge benefit.”

— Seth Katz, assistant administrator of information management and program execution, TMC

11% CMI increase
in Medicare FFS
with CDI 3D

In the first eight working days after go-live, the system identified documentation opportunities that lead to nearly \$70,000 in additional revenue.



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Going with the flow

Optum360 and TMC worked together to integrate CDI into the physicians' current workflow. Queries created in CDI 3D are sent directly into the physician's inbox via a bidirectional interface. "It's all in one place from the physician's standpoint and that's made a big difference," says Katz.

“It's easy for the physician to respond, track and report.”

Working smarter

The system's case-finding technology, powered by the Optum® LifeCode natural language processing (NLP) engine, has also been key to TMC's success. "Previously, each CDI specialist went through the charts one by one hoping to find something," says Katz. "CDI 3D reviews all of our cases and uses markers to identify those that are most likely to have improvement opportunities. We are working smarter and much more efficiently."

Physician response and agreement rates soar

The CDI 3D bidirectional query capability has helped generate a 51 percent increase in physician response rates and a 32 percent increase in physician agreement rates.

	Response rate	Agreement rate
Before Implementation (8/2015)	59%	57%
After Optum CDI 3D (Average of first six months)	89%	75%

Dramatic increase in CMI

The CDI 3D implementation has boosted TMC's case mix index (CMI). The numbers in the chart reflect this improved performance at TMC's Hospital Hill location.

	Baseline/Budget CMI	CMI average after CDI 3D	Percentage increase
Medicare Fee for Service	1.31	1.45	11%
Medicare Managed Care	1.27	1.47	16%
Non-Medicare DRG Payers	1.08	1.42	31%

298% increase



Average number of queries per month grew from **86** to **342** using CDI 3D

Learn more about CDI 3D and hear from other clients.

 Optum360.com

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