Optum

Solving for manual, disjointed processes

Lima Memorial Health System was striving to improve its coding and clinical documentation improvement (CDI) efficiency.

"We needed better accuracy, reporting, tracking, and a more efficient process," says Tiffanie Mavis, HIM manager. "We were using disjointed products and manual, time-consuming processes."

"Coding and CDI worked out of different systems that produced conflicting reports," explains Christa Bauer, director CDI/Care Coordination. "This caused a lot of rework at a time when we needed to focus our attention on making sure reviews didn't slip through the cracks because the manual processes did not have built-in safeguards. Not surprising, productivity suffered, and query times were between 30–60 days." Lima Memorial Health System turned to Optum® Enterprise CAC and CDI 3D to help address these challenges.

The solution

Optum Enterprise CAC and CDI 3D Platform A common technology platform for CDI and coding that uses natural language processing (NLP) to identify documentation deficiencies and accurate code assignment.

Greater productivity

Improved cooperation

Insightful partnership

Improved coding and CDI results

After implementing the Optum Enterprise CAC and CDI 3D platform, Lima Memorial Health System immediately saw greater accuracy and productivity. Several key metrics improved almost immediately. "In the first month, our medical necessity denials decreased by 37%," Mavis explains. "Our clean claim rate rose, and we had less rework from getting it right the first time." In addition, the automated NLP engine increased coder productivity dramatically. "ED productivity went from 10/hour to 20/hour," Mavis recounts.

17%
all payer CMI

37%
medical necessity denials in first month

100%
ED and observation coding productivity

184%
query volume

53%
monthly CDI reviews

6%
increase in CC/MCC capture rates

1.42
days average time to code

"The platform saves my CDI team tremendous time," Bauer explains, "The NLP identifies appropriate and helpful deficiencies." Bauer's team improved CC/MCC capture rates by 6%, while also expanding the scope of their CDI

program, resulting in a 53% increase in monthly CDI reviews and improving query volume by 184%. "Previously, we only had time to look at RAC targets," Bauer explains. "Now, we look at everything, including quality metrics and which payers and conditions cause denials. We're starting to dig into our value-based care metrics, too. With the Optum NLP continuously reviewing and re-reviewing cases, Bauer says, "We can do it all at once now."

Mavis explains, "Our old manual reporting couldn't really break down our operations the way Optum does." Bauer agrees, "Enterprise CAC and CDI 3D makes it easy to pinpoint, like which physicians have consistent opportunities to improve documentation and timeliness for answering queries. The productivity tracking

Stronger interdepartmental cooperation

Optum has given Lima Memorial Health System's coding and CDI teams greater visibility into each other's work. "The visibility of a shared platform is extremely powerful," Mavis says. "Now, right in the same system, coders can see if a CDI query has already been placed and whether they need to take action on a case. That's saved a lot of time."

The coding and CDI teams have also begun working together more productively. "In the past, the teams would run their own reports, then disagree about whose data is correct," Bauer explains. "Now, everyone's drawing from the same shared platform. Optum removes the opinion and settles on common, defined facts. We can spend our time on solutions, not debating metrics."

Partnering to identify improvement opportunities

"Starting with implementation, Optum has been a phenomenal partner every step of the way," says Mavis. "It's like our Optum analytic consultant already knows our issues and what our focus needs to be. She guides us to meet our goals."

Bauer concurs. "When I have questions, our Optum analytic partner goes above and beyond to provide training and help us get maximum value from the platform." This support has also helped Lima Memorial Health System identify specific actions to address improvement opportunities. "She helps with finding patterns in usage and identify solutions. I feel like she has our best interest in mind. She's always just one touch away. That's made all the difference. I couldn't imagine a better partner."

About Lima Memorial Health System

- Nonprofit health system in Lima, OH, including 285- bed flagship hospital and 25 facilities across the region
- Includes the Lima Memorial Physician Group, emergency center, Level II trauma center

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I've worked with a lot of different vendors. Optum is one of the outstanding companies on every aspect when you need something.

Christa Bauer
Director CDI/Care Coordination
Lima Memorial Health System

Learn how the Enterprise CAC/ CDI 3D platform can increase your coding and CDI operations. **optum.com/contactus**

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