

LEVERAGING THE POWER OF WORKFLOW & ANALYTICS

To battle staffing shortages and the transition to value-based care.



PRESENTER



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AGENDA

- ✓ **Impact of Staffing Shortages**
- ✓ **Benefits of Workflow Technology**
- ✓ **Power of Analytics & Data**
- ✓ **Using Analytics to Make Smart Decisions**



VALUE-BASED CARE

PRESENTATION SCOPE

Value-based care is a huge topic and can branch off in many different ways, today's scope includes:

✓ **Clinical Documentation Improvement**

✓ **Coding**

✓ **Quality Initiatives**



CODING & CDI VALUE-BASED CARE



PROFESSION GROWTH

An interesting fact about coding and clinical documentation improvement jobs in the US, they are in high demand and expected to grow in the coming years. This growth is due to the increasing use of electronic health records and the need to ensure that medical records are accurate and up to date.

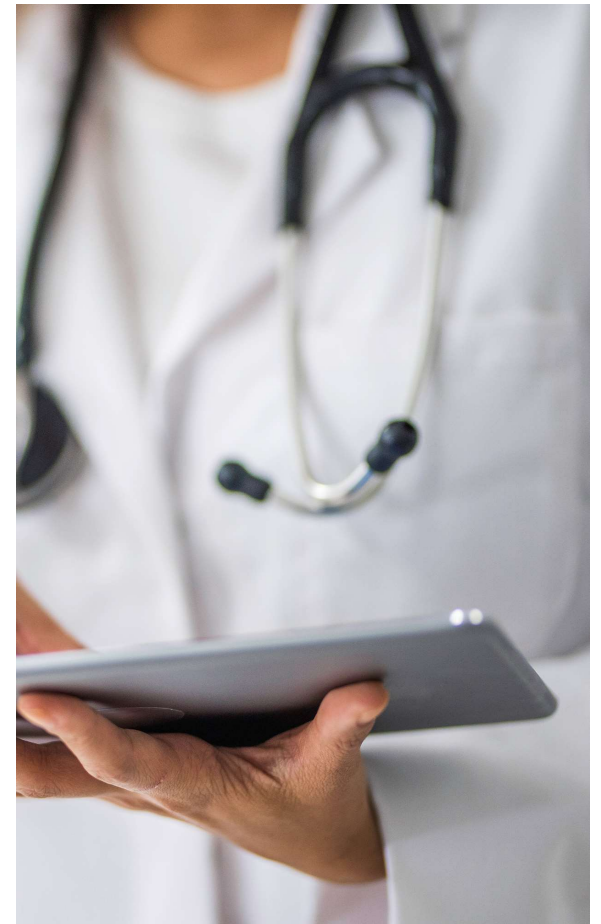


11%

**Projected
Growth**



“According to the Bureau of Labor Statistics, employment of coding and CDI professionals, is projected to grow 11% from 2019 to 2029, much faster than the average for all occupations. ”

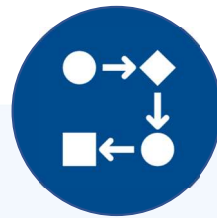


STAFFING CHALLENGES



High Volume

Both CDI and Coding professionals are under a lot of pressure to produce high volume, but to maintain quality and positive outcomes.



Repetitive Tasks

Humans like a certain amount of repetition, but how much is too much? Too much repetition can lead to boredom, disengagement, and quality issues.



Data Silos

Data silos are also a major culprit in staffing frustrations in which they can have a significant negative impact on team collaboration.

WORKFLOW ANALYSIS

Coding, CDI, Quality Initiatives and Auditing

A workflow analysis is the process of studying and evaluating the steps, tasks, and activities by observing and analyzing data.

ANALYSIS STEPS

Coding, CDI, Quality Initiatives and Auditing



Scoping

Identifying the specific process or workflow to be analyzed, including the people, systems, and tools involved.



Mapping

Creating a visual representation of the workflow, including all the steps, tasks, and activities involved.



Analyzing

Take all the data collected and step back to look at the big picture and analyze your findings.

DATA SPEAKS

Efficiency

Identify areas where an individual is not working as efficiently as they could.

Performance

Identify areas where individuals need additional training or support.

Trends

Identify areas for improvement and take action to improve performance.

Benchmarking

Identify best practices and areas for improvement.

***“Correlation does
not imply causation”***

– Sir Ronald A. Fisher

TECHNOLOGY

Technology can assist in several ways to improve employee satisfaction, but to also reduce the repetitive tasks which lead to burnout and decreased productivity. Use technology to automate repetitive and time-consuming tasks, allowing your coding and CDI staff to use their expertise to focus on what really matters which is quality and accuracy.

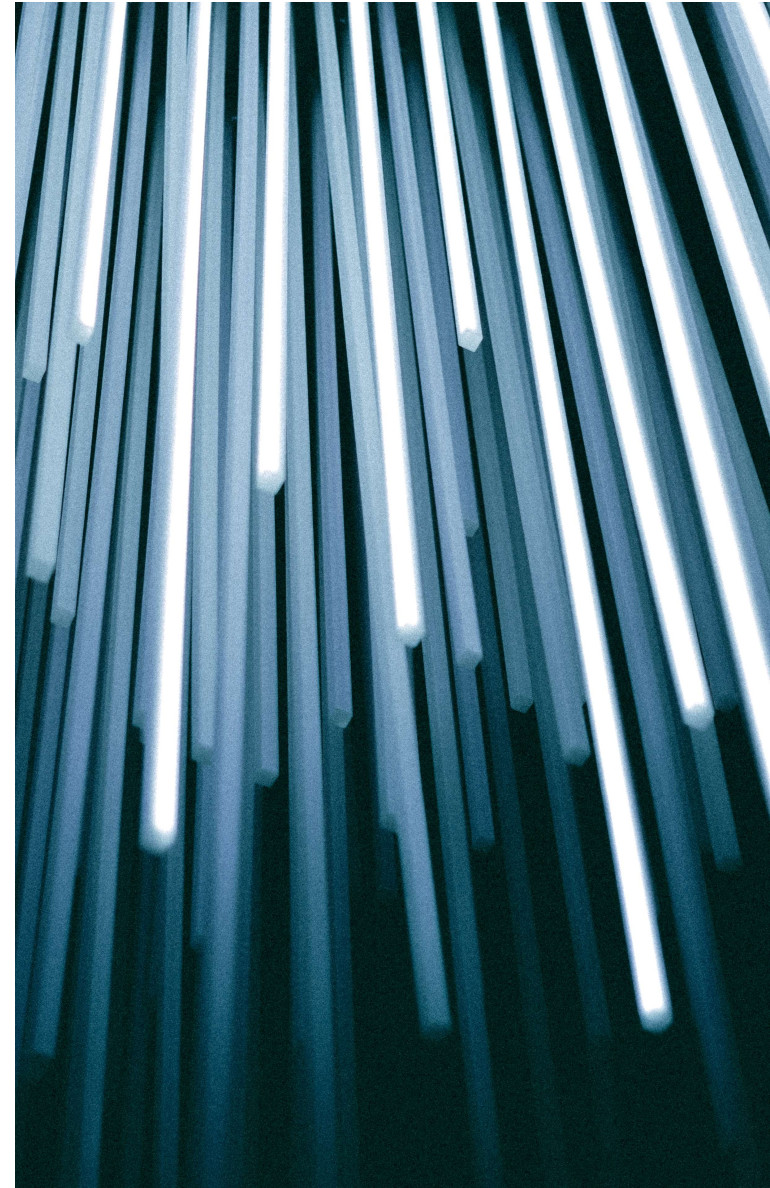
CAC

Computer-Assisted Coding

Commonly known as a coder tool, but over the past few years it has become a single workspace for many departments that have a need to collaborate. Allowing each department, the transparency and tools they need to improve workflow and team building.



Defined as “use of computer software that automatically generates a set of medical codes for review, validation, and use based upon clinical documentation provided by healthcare practitioners”



TERMINOLOGY

Artificial Intelligence (AI)

Natural Language Processing (NLP)

Machine Learning (ML)



PRIORITIZATION

Prioritization is the process of organizing a CDI worklist with charts that have possible areas of impact. Artificial Intelligence is used to interrogate the patient chart and bring to the surface, areas of opportunity for the CDI Team based on “triggers” that are identified during an automated scan of the health record, such as documentation, vital signs, lab results, radiology findings, or medications.

CODE SUGGESTION

Coders and CDI should not be afraid of code suggestions, but they should approach them with a critical mindset. The system uses technology to review but does not replace a human's critical analysis. These codes are meant to suggest them to a coder for decision of use.



CAC should be used as a tool to help identify codes needed or potential issues that need a human to further review.



AUTONOMOUS CODING

- ✓ Outpatient Labs
- ✓ Radiology
- ✓ Cardiac Rehabs
- ✓ ED LWBS & Canceled Accounts



IMPACT

Charts are processed 24 hours a day, 365 days a year with Autonomous Coding. This allows you to, essentially, gain a coder that doesn't have sick days or take vacations. This means that charts can be submitted to payors sooner which accelerates time-to-cash.



Many organizations with Autonomous Coding, on average, close 10,000 or more charts per month. This equals 120,000 outpatient visits Autonomously Coded per year without coder intervention. That is an estimate of 2.5 FTEs.

+10K

**Average per
Month**

ENHANCEMENTS

Computer-assisted coding (CAC) offers a variety of features to help automate and improve the coding and CDI processes.



WORKFLOW

Seamless workflow that allows users to communicate effectively in a single system.



ANALYTICS

All data is within a single system that provides normalized data that shows a comprehensive picture to ensure you can make informed decisions.



SINGLE WORKSPACE

Consolidating the end user's workspace to be comprehensive, but also allowing data to flow out and in enhances the user's experience.



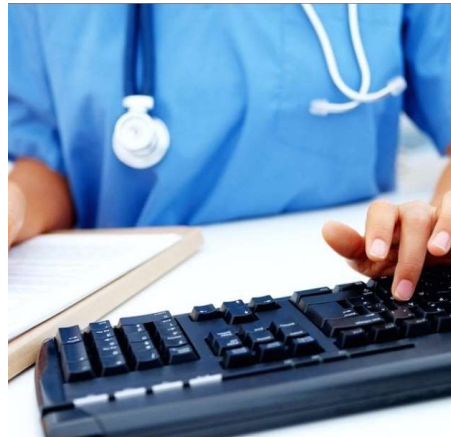
COLLABORATION

A collaboration workspace allows each of the teams to communicate effectively while providing the transparency to improve teamwork.

QUALITY INITIATIVES

Concurrent Identification

Technology can assist in identifying patient safety indicators and hospital acquired conditions concurrently to get the information in front of the quality team quickly to ensure proper documentation is added to the patient chart.





BENEFITS

- ✓ **Increased Productivity**
- ✓ **Improved Accuracy**
- ✓ **Reduced Costs**
- ✓ **Enhanced Data Analytics**
- ✓ **Improved Compliance**



ADDITIONAL ADVANTAGES

- ✓ **Pooling of Talent and Strengths**
- ✓ **Development of Employee Skills**
- ✓ **Speed up Solutions**
- ✓ **Increased Efficiency**
- ✓ **Enhanced Employee Retention & Job Satisfaction**



SELECTING THE RIGHT VENDOR

VENDOR QUALITIES

Quality

Reputation

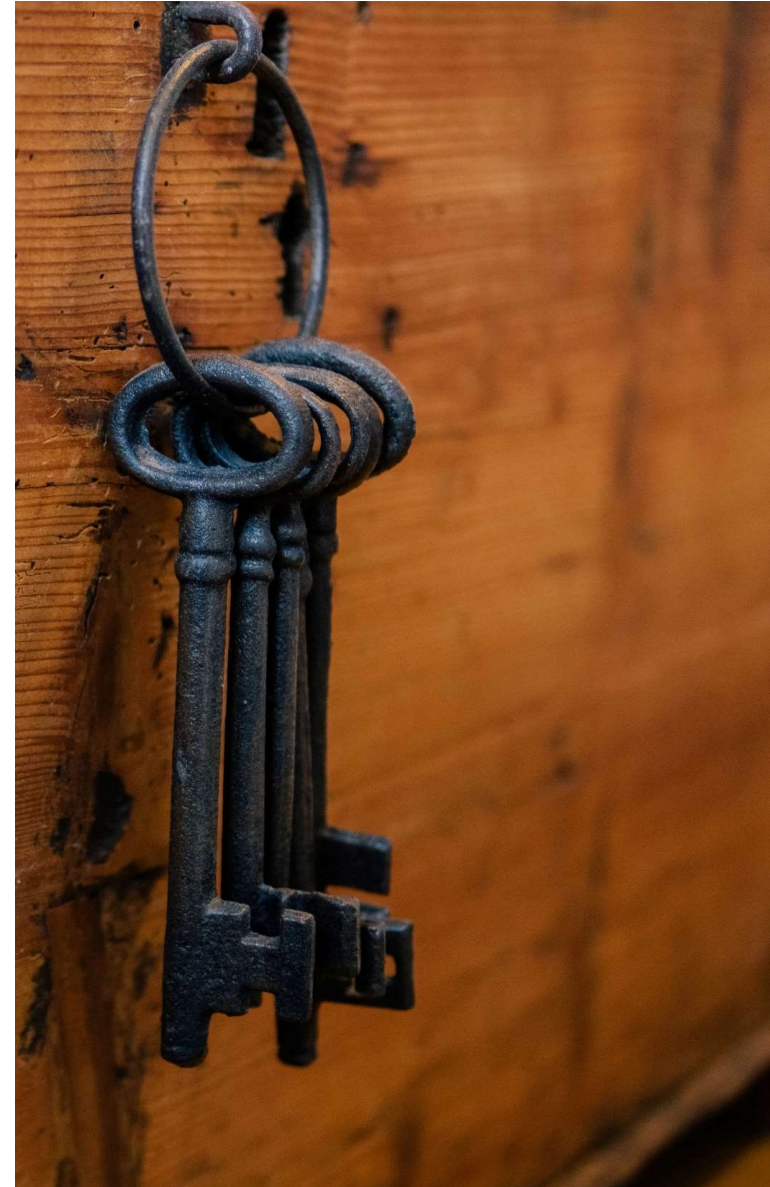
Flexibility

Cost-Effectiveness

Partnership

TAKEAWAYS

- ✓ **Collaboration & Communication is KEY!**
- ✓ **Higher productivity calls for better outcomes in less time!**
- ✓ **Look to technology to help provide the platform for new and improved coding, CDI and quality programs!**
- ✓ **Appropriate reimbursement revenue and value-based care depends on it!**



THANK YOU

Contact me for questions



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