

El Paso Children's Hospital Improves CDI Productivity by 50% with AGS Health

CASE STUDY

El Paso Children's Hospital (EPCH) El Paso, Texas

The implementation process targeted complete synergy across people, processes, and technology dimensions. By investing in the AGS AI Platform with Computer-Assisted CDI, EPCH was able to augment their current CDI processes to provide the systems and tools required to make informed, data-driven decisions to improve documentation and coding quality.

The only Joint Commission-accredited pediatric care specialty hospital in El Paso

122-beds

Primarily Serves West Texas and Southern New Mexico

Since opening in 2012, averages 22,000 emergency visits annually

Provides the highest level of pediatric care in the region

CHALLENGES

- Legacy systems led to slow, complex, and time-consuming processes
- Dependence on manual methods for CDI processes, such as tracking of queries
- Rising costs of CDI specialists per hour due to manual labor
- Revenue leakage stemming from inadequate documentation practices (e.g., processing claims with potential queries)
- Lack of performance tracking hindering improvement of quality and financial impact

Outcomes

- 95% reduction in time to manage daily census
- 90% reduction in reporting time
- 95% increase in the physician agreement rate



90%

reduction in reporting time.

- Improved CMI by 5% through accurate DRG
- Clear line of sight for documentation compliance
- 90% reduction in time spent on reporting



95%

increase in the physician agreement rate.

- Improved query response rate by as much as 95%
- 95% increase in the physician agreement rate
- Reduced query time by 70%



95%

reduction in time to manage daily census.

- Subsequently improved CDI productivity by 50%

AGS Health Clinical Documentation Integrity (CDI) Software Features:

- **Intelligent Worklists:**
Cases with query opportunities prioritized for concurrent review.
- **Query Suggestions:**
Automatically suggested queries based on predicted coding and current documentation.
- **Actionable Reporting:**
Visualize query activity, response rates, and financial impact across the organization.
- **Integrated Encoders and Groupers:**
As the CDI is predictively coding, it is leveraging standard coding guidelines and edits. When grouping, we default to DRG and MS-DRG. We interface with 3M for APR DRG grouping as needed.
- **Integrated Clinical References:**
A comprehensive clinical reference guide is included and connected with queries to help a provider understand the context of the query.



“AGS Health’s paradigm-shifting, computer-assisted, CDI solution provides the functionality, customer service and technical support, and the ease of use that will move any facility to the forefront of CDI.”