

SUMMIT HEALTH TAKES A COMPREHENSIVE APPROACH TO CLINICAL DATA IMPROVEMENT WITH **CLINTEGRITY 360** COMPUTER-ASSISTED CODING, CDI AND PHYSICIAN EDUCATION



"Real time data to inform real time decisions that improve patient care. That's the power of Clintegrity 360."

—John Lucabaugh, Vice President, HIM
Summit Health
Chambersburg, Penn

CHALLENGE

- Offset potential ICD-10 financial and productivity losses
- Improve documentation accuracy and specificity
- Accelerate and augment ICD-10 training

SOLUTION

- Implemented J.A. Thomas Clinical Documentation Improvement (CDI) solutions with specialized physician education
- Implemented Clintegrity 360 | Computer Assisted Coding (CAC)

RESULTS

- Uncovered and instituted corrective measures to offset potential \$400,000 losses
- 12 percent case mix correction at Waynesboro Hospital
- 8 percent case mix correction at Chambersburg Hospital
- 35 percent productivity improvement for experienced and novice coders

SUMMARY

Chambersburg, PA-based Summit Health is building a solid foundation for clinical accuracy with a unique approach to clinical data improvement that uses Nuance Clintegrity® 360 | Computer Assisted Coding (CAC), J. A. Thomas & Associates (now part of Nuance) Compliant Documentation Management Program (CDMP), a Clinical Documentation Improvement (CDI) program, and specialized physician ICD-10 education across both inpatient and outpatient settings. Focused on improving documentation accuracy from the start, the broad approach leverages technology to deliver efficiencies today, identify gaps in documentation accuracy, and improve both compliance and clinical integrity for significant operational, clinical and financial improvements.

BACKGROUND

Ranked among the top 20 percent of best-performing health systems in the country, Summit Health comprises 240-bed Chambersburg Hospital and 56-bed Waynesboro Hospital, as well as more than 29 physician practices, diagnostic

services, a women's health center, a fitness center, and two walk-in care centers.

The unique position of ICD-10 readiness—for the Health and Human Services (HHS) original 2013 implementation date—allowed Summit Health to take advantage of the extension to 2014 by implementing comprehensive clinical documentation improvement, from additional training to help physicians and coders deal with the increased specificity of ICD-10, to predictive data analysis to determine potential losses from its implementation.

IMPLEMENTATION

Summit Health began implementation of the J. A. Thomas CDMP clinical documentation improvement program at both facilities in February 2012. Adding to the strong CDI foundation in May 2013, Summit Health then implemented Clintegrity 360 | CAC on the inpatient side of the Chambersburg and Waynesboro facilities. In November, Summit Health went live with outpatient, same-day surgery and ER coders.

THE ANALYTICS APPROACH TO MORE PRODUCTIVITY, LESS LOST INCOME

Given the magnitude of the ICD-10 transition, "Every organization should do a data analysis to determine just what's at risk in terms of lost productivity and the costs associated with that loss," said John Lucabaugh, Vice President of Health Information Management (HIM) at Summit Health.

Summit Health adopted an outside-in approach, starting with an external outcomes analytics review to scrutinize charts for errors and quality, then validating it with a 400-chart review of its ICD-9 coding efforts. The real-time review allowed Summit Health to analyze its coding accuracy, and predict ICD-10's potential impact on productivity.

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"We discovered Summit Health was at risk for \$400,000 from DRG shifts," said Lucabaugh. "With that insight, we can examine our investments to ensure adequate cash flow if payers can't process claims effectively post-conversion."

Nuance Clintegrity 360 | CAC helped Summit Health inpatient coders increase productivity by as much as 35 percent. And it didn't stop there: "Speed is picking up," noted Summit Health Data Quality Manager, Ellen Shatzer. "We've seen a 17 percent increase in speed on the inpatient side, and equally important is the improvement in the quality of our coding."

Physicians also use Nuance Dragon Medical 360 | Network Edition to dictate patient charts directly into the Meditech EHR in real-time, generating more complete documentation while improving physician productivity.

In addition, Clintegrity 360 | Performance Analytics capabilities allow Summit Health to compare its performance to national metrics, identify areas for improvement and help sustain results over time. "Our vision is to bring CDI tools into daily workflow, to get real-time information we can use to affect patient care," noted Lucabaugh.

A CASE FOR IMPROVED CASE MIX

With support for both ICD-9 and ICD-10, Clintegrity 360 | CAC simplifies and improves the accuracy of the coding process by putting relevant documentation and integrated reference materials at coders' fingertips. The result: fewer missed codes.

"Clintegrity 360 | CAC helps coders do the best job possible," said Shatzer. "With all the reference tools right there, online, at their fingertips, we're seeing fewer missed codes for conditions such as diabetes and hypertension; we're seeing a more standard approach to coding."

Standardized coding, coupled with collaboration between HIM and clinical documentation specialists to improve compliance and clinical integrity, generated significant case mix corrections—12 percent at Waynesboro, and 8 percent at Chambersburg.

"With Clintegrity CAC, there's no excuse for a coding error," added Shatzer.

STAYING AHEAD OF THE ICD-10 LEARNING CURVE

Summit Health uses Nuance as its main source for ICD-10 training of all clinical and non-clinical staff.

"There aren't enough trained coders to go around, and if your coders aren't trained now, you're going to have a problem," Lucabaugh warns. With this realization—and time to act on it—Summit Health deployed Nuance's educational platform to "grow" its own coders. Nuance's powerful tools assess individual coder's competency, pinpoint areas for improvement, and assign specific lessons to prepare them for the fast-approaching ICD-10 implementation deadline.

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Health Data Quality Manager
Summit Health

Additionally, Summit Health relies on Nuance specialized physician education to prepare medical staff in its two hospitals and 29 physician practices for new ICD-10 charting requirements.

NEXT STEPS

To reduce report turnaround time, Summit is now implementing Nuance Dragon Medical 360 | eScription™ on-demand, enterprise-wide medical transcription platform, and PowerScribe® 360 | Reporting for radiology. Continued expansion of the Clinical Documentation Improvement program will include use of Nuance Clinical Language Understanding technology to further automate the CDS workflow and streamline communication between physicians, CDI specialists and coding teams.

ABOUT NUANCE HEALTHCARE

Nuance Communications is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides intelligent systems and services that improve the entire clinical documentation process—from the capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 500,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-447-7749 or visit www.nuance.com/healthcare.