

ProHealth Care Outpatient CDI

FOCUS AREA: Outpatient CDI Implementation

Situation

ProHealth Care, the largest healthcare provider between Milwaukee and Madison, Wisconsin, is a community-based specialty and primary care health system that treats more than 400,000 patients per year. The system includes two critical care hospitals, a surgery center, fifteen primary care clinics, rehab services, home healthcare, inpatient and outpatient hospice, and a network of one thousand physicians.

With the shift of services from inpatient to outpatient, ProHealth sought to expand its Clinical Documentation Integrity (CDI) program across the continuum of care. Focused on deploying resources to the areas that would yield the greatest financial and quality impact, leadership partnered with BRG's CDI experts to target CDI in the emergency department (ED) and physician clinics.

Solution

The BRG team partnered with ProHealth's CDI and coding teams to deliver critical education and create processes to support comprehensive and accurate documentation. Key initiatives included:

- **Developing and implementing** policies, process flows, and procedures outlining the Outpatient Clinical Documentation Specialists' roles, responsibilities, and daily workflows
- **Refining** the outpatient CDI structure to facilitate collaboration between the clinical, coding, revenue cycle, and HIM teams
- **Providing** classroom education on hierarchical condition categories (HCC) capture and risk adjustment factor (RAF) score calculations
- **Training** the outpatient CDI leader on how to monitor HCC capture in EPIC
- **Enhancing** physician engagement in the outpatient CDI program through:
 - > Provider (Physician and APP) 1:1 education conducted at their convenience and at the clinic locations, using specific chart examples to review HCC and RAF opportunities
 - > Clinic support staff education
 - > Inpatient CDI team HCC and RAF score education to support comprehensive documentation across the continuum
 - > Improved collaboration between providers and clinic staff to support the query process
 - > Reporting physician-specific metrics to highlight performance
 - > Greater physician leadership support
- **Redesigning** the ED nursing assessment process to support the collection of comprehensive documentation that accurately reflects patient acuity and drives the correct ED-level assignment for billing
- **Expanding** ProHealth senior leadership's understanding and involvement in outpatient CDI

RESULTS



\$3.1M

in additional annualized revenue through improving documentation in the ED and better capturing patient acuity



\$1M

revenue increase in the physician clinics through increased capture of HCCs to adequately reflect the acuity of the care rendered and capture the most appropriate RAF score for each individual patient



\$260k

per month increased insurance reimbursement for ProHealth ED patient care

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