

# Outpatient CDI Implementation

## Provider Profile

*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.*

## Situation

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 health information management (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

## Results



**\$3.1M**

IN ADDITIONAL  
ANNUALIZED  
REVENUE



**\$260,000**

PER MONTH INCREASED  
INSURANCE  
REIMBURSEMENT



**\$1M**

REVENUE INCREASE  
IN THE  
PHYSICIAN  
CLINICS

- **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

- \$3.1 million in additional annualized revenue through improving documentation in the ED and better capturing patient acuity
- \$260,000 per month increased insurance reimbursement for ProHealth ED patient care
- \$1 million 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

FOR A DEEPER DISCUSSION AND TO LEARN MORE ABOUT HOW BRG CAN HELP YOU, CALL OR EMAIL TO ARRANGE A PRIVATE CLIENT BRIEFING.



**Mukesh Gangwal**  
Managing Director  
mgangwal@thinkbrg.com  
847.275.7961

BRG combines world-leading academic credentials with world-tested business expertise, purpose-built for agility and connectivity, which sets us apart—and gets our clients ahead.

Our top-tier experts include experienced industry leaders, renowned academics, and leading-edge data scientists. Together, they bring a diversity of proven real-world experience to economics, disputes, and investigations; corporate finance; and performance improvement services that address the most complex challenges for organizations across the globe.

Our unique structure nurtures the interdisciplinary relationships that give us the edge, laying the groundwork for more informed insights and more original, incisive thinking from diverse perspectives that, when paired with our global reach and resources, make us uniquely capable to address our clients' challenges.

**VISIT THINKBRG.COM TO LEARN MORE.**

Berkeley Research Group, LLC, including its subsidiaries, is not a CPA firm and does not provide audit, attest, or public accounting services. BRG is not a law firm and does not provide legal advice. BRG is an equal opportunity employer. The information provided is not intended to and does not render legal, accounting, tax, or other professional advice or services, and no client relationship is established with BRG by making any information available in this publication. None of the information contained herein should be used as a substitute for consultation with competent advisors.