



## Stats

93-bed level IV trauma center

Serves Del Rio, Texas and the neighboring communities

Center for Improvement in Healthcare Quality-accredited

Founded in 1959



## Value

36 percent reduction (five days) in AR days in 120 days

Reduction in coding-related denials

More accurate assignment of CC, MCCs, Severity of Illness and Risk of Mortality

Improvement of overall financial performance from losses to gains



## Solution

Fully outsourced coding function to nThrive

On-site nThrive coding manager for six weeks

Established remote coding team

Appointed Coding Liaison to ensure compliance from clinical staff

Greater emphasis on accuracy and productivity

# VVRMC reduces AR days by 36 percent in 120 days

## Business issue

Val Verde Regional Medical Center (VVRMC) was challenged with limited coding training resources, resulting in a high DNFB of 14 days and a negative impact on coding accuracy, productivity and ultimately, revenue.

## Overview

VVRMC is a Center for Improvement in Healthcare Quality-accredited 93-bed level IV trauma center serving Del Rio, Texas, and the neighboring communities. Since 1959, VVRMC has made local health care and medical treatment its first priority, expanding its facility and diagnostic and treatment capabilities.

## Problem

Following ongoing financial challenges, VVRMC appointed a new HIM Director and Privacy Officer, who discovered that the organization's coding staff needed more training and resources to help them succeed. VVRMC was also challenged by a medical staff who did not fully comply on documentation timeliness and completeness goals, hindering coders from performing their jobs efficiently. The result – accuracy, productivity and ultimately, revenue, were falling short of expectations set by Jones and the senior leadership team.

## Solution

VVRMC chose nThrive as its partner to fully outsource the coding function. The outsource engagement included a coding manager, who started on-site and then held weekly remote calls to ensure clear communication. As the new remote coding team settled in, greater emphasis on improving accuracy and productivity became the focus. The coders collaborated with CDI specialists and VVRMC's new Coding Liaison to produce clear and complete clinical documentation that would lead to improved coding outcomes.

## Value

Just 120 days after implementation of the coding outsource team, VVRMC reduced its AR days by 36 percent (five days), achieving the CFO's goal. This threshold continues to be sustained. Additionally, coding-related denials have been minimized, and more accurate assignment of CC, MCCs, Severity of Illness and Risk of Mortality has become a standard practice. After many months in the red financially in 2015, in 2016 VVRMC was in the black.



In large part due to nThrive's improvements in coding performance, VVRMC's overall financial performance went from monthly losses to gains."

**BRAD JONES, HIM DIRECTOR AND  
PRIVACY OFFICER, VVRMC**

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