

Clinical Documentation Improvement Consulting

The new era of health care requires renewed focus on getting the patient record as accurate as possible, and clinical documentation improvement (CDI) is at the heart of this goal. Quality measure initiatives, documentation specificity required by ICD-10, health care reform-related financial penalties and missed revenue optimization are all issues that warrant a coordinated effort to improving clinical documentation.

The nThrive CDI Consulting Service offers clinical documentation experts to root out the causes of poor documentation, promote and shepherd adoption of new documentation processes, then monitor and maintain the positive gains long-term.

Our full three-phased CDI approach supports a complete life cycle of revitalization, with the option to contract for smaller scope based upon your specific needs and goals.

Our CDI consulting includes on-site education provided by practicing physicians and CDI expert educators. This education, consultation and coaching can be complemented by our nThrive University™ on-line education courses. We monitor results of our education to ensure that higher levels of documentation specificity and accuracy are achieved and become routine practice. Whether you have an existing CDI program or not, now is the time to evaluate the current state of your clinical documentation and implement or enhance an approach to improved documentation.

Capabilities

- 100% dedicated to HIM & CDI since 1999
- Only HIM vendor to achieve HFMA's Peer Reviewed status for entire portfolio of technology and services
- Ranked #1 for firms offering both CDI and CAC solutions in the KLAS CDI Services report*
- Clinical Services leadership team has an average of 20 years in the industry working in CDI, Revenue Cycle, Case Management, Compliance and HIM
- Consultants with an average of 12 years experience in both staff and leadership positions
- Credentials include BSN, RN, MBA, Certified Clinical Documentation Specialists (CCDS), CDI-P and AHIMA Approved ICD-10 Trainers

PHASE 1:

Assessment



Analyze current state and provide recommendations

PHASE 2:

Implementation



Rollout or revitalize your CDI program, and address project hurdles

PHASE 3:

Sustainability



Monitor to ensure CDI program's longevity

Benefits

- Improve physician documentation with specialty specific education, physician scorecards and profiling data
- Enhance Case Mix Index
- Boost revenue protection and optimization through more accurate documentation
- Mitigate denial risk
- Support ICD-10 specificity requirements
- Improve quality reporting outcomes to boost patient loyalty
- Identify Length of Stay improvement opportunities
- Monitor program for long-term sustainability

Complementary CDI solutions

- **nThrive CDI Technology** – Cloud-based technology to support CDI related workflow and maintain process accountability
- **Staff Augmentation** – full CDI staffing, including CDI specialists and management, to bridge resource gaps
- **nThrive University CDI Education** – education and competency assessment from the country's largest CDI and coding eLearning provider

*KLAS CDI Services – Providing Light to Documentation Darkness, September 2014

Success story

NCH Healthcare (Naples, FL)

NCH Healthcare experienced its worst financial performance in fiscal year 2013 – an operating loss of \$5.6M. After initial examination of their Case Mix Index (CMI), the NCH executive team consulted with nThrive* to explore the underlying issues and options. A number of areas requiring improvement were uncovered:

- Poor public reporting results
- Longer than expected lengths of stay
- Inadequate documentation leading to lower reimbursement

The nThrive* team instituted a CDI program in December 2013, involving an assessment of the current state of documentation processes, and implemented a program that included education, process reengineering, CDI technology deployment, and key performance indicator definition and tracking. Fourteen months after the CDI program began:



TOP 8%

Nationally ranked in the top 8% of hospitals for mortality outcomes related to sepsis as of February 2015. In 2013, NCH was ranked nationally at the bottom for mortality outcomes related to sepsis.

\$28M

Positive Operating Margin in 2014 due in large part to the CDI program and technology, NCH recovered from its worst financial year in history in 2013 with an operating loss of \$5.6M.

\$13M

in additional revenue as a result of NCH's CMI increase of 6.3%

Engage with nThrive Visit www.nThrive.com E-mail solutions@nThrive.com