



## Fine Tune Your Coding Productivity Tracking and Monitoring Processes

nThrive Speakers Bureau // Sample Presentation



## Agenda

### Session Objectives

- Definitions: Leading Practice, Benchmark, Benchmarking
- Coding Caveats and Examples
- Sample Coding and Average Productivity Metrics
- Productivity Tracking Considerations
- Staffing Models
- Monitoring and Tracking Suggestions
- Sample Productivity Tracking Logs
- Conclusions

# Types of Benchmarking

**Internal Benchmarking** – The process of measuring one part of an organization with another part

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**Competitive Benchmarking** – The process of assessing a company's performance against that of its competitors

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**Universal Benchmarking**

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**The process of assessing** a company's performance, procedures and practices to that of other industries

# Quality Caveats

- ✓ Number of diagnosis codes per record type
- ✓ External cause code requirements
- ✓ PCS coding for outpatient records
- ✓ Coder v. CDM CPT coding responsibilities
- ✓ Facility or pro fee code validation
- ✓ Edit resolution
- ✓ Denial appeal research and writing

# Coding Example

## What qualifications are required of your coding staff?

- AHIMA, AAPC
- Years of relevant experience
- Pre-employment testing

## What is your team's average tenure?

## Do you sponsor an apprentice program?

## What continuing education activities are required or provided?

- Do the coding staff receive routine education?
  - By whom?
  - How frequently?
- Are there mandatory sessions?
- Are there coding round tables?
- How are code updates addressed?
- Is there an active auditing program and what is its focus?
- Are there documented coding guidelines and are they easily accessible and kept updated?
- Is there a resource for answering difficult coding scenarios?

# Staffing Model Sample

| Standard - Coding & Abstracting |               |                            |                       |                              |                                |                  |
|---------------------------------|---------------|----------------------------|-----------------------|------------------------------|--------------------------------|------------------|
| Patient Type                    | Annual Volume | Productivity (Minutes/cht) | Productivity (cht/hr) | Productive Hours Needed/Year | Productive FTEs @2,080 Hr/Year | FTEs w/ 25% VPSF |
| Discharges                      | 30,000        | 24.00                      | 2.50                  | 12,000                       | 5.77                           | 7.21             |
| Observation                     | 8,000         | 15.00                      | 4.00                  | 2,000                        | 0.96                           | 1.20             |
| ED                              | 27,000        | 7.27                       | 8.25                  | 3,273                        | 1.57                           | 1.97             |
| Same Day Surgery                | 5,750         | 13.33                      | 4.50                  | 1,278                        | 0.61                           | 0.77             |
| OP Ancillary                    | 127,000       | 3.53                       | 17.00                 | 7,471                        | 3.59                           | 4.49             |
| Recurring Visits                | 17,000        | 7.50                       | 8.00                  | 2,125                        | 1.02                           | 1.28             |
| <b>Total</b>                    | <b>70,750</b> |                            |                       | <b>18,551</b>                | <b>8.92</b>                    | <b>11.15</b>     |

| Standard - Coding & Abstracting |               |                            |                       |                              |                                |                  |
|---------------------------------|---------------|----------------------------|-----------------------|------------------------------|--------------------------------|------------------|
| Patient Type                    | Annual Volume | Productivity (Minutes/cht) | Productivity (cht/hr) | Productive Hours Needed/Year | Productive FTEs @1,820 Hr/Year | FTEs w/ 25% VPSF |
| Discharges                      | 30,000        | 24.00                      | 2.50                  | 12,000                       | 6.59                           | 8.24             |
| Observation                     | 8,000         | 15.00                      | 4.00                  | 2,000                        | 1.10                           | 1.37             |
| ED                              | 27,000        | 7.27                       | 8.25                  | 3,273                        | 1.80                           | 2.25             |
| Same Day Surgery                | 5,750         | 13.33                      | 4.50                  | 1,278                        | 0.70                           | 0.88             |
| OP Ancillary                    | 127,000       | 3.53                       | 17.00                 | 7,471                        | 4.10                           | 5.13             |
| Recurring Visits                | 17,000        | 7.50                       | 8.00                  | 2,125                        | 1.17                           | 1.46             |
| <b>Total</b>                    | <b>70,750</b> |                            |                       | <b>18,551</b>                | <b>10.19</b>                   | <b>12.74</b>     |

# Productivity Monitoring and Trending

## Summary Data Tools

- Employee Performance Indicators
    - Support employee performance reviews
    - Document performance improvement activities
    - Summarize weekly / monthly performance
    - Graph by employee
  - Functional Performance Indicators
    - Summarize weekly / monthly / quarterly performance
    - Metrics by function
  - Some data from employee production tracking
  - Some data from status measures
    - Graph by function
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**Assist with staffing / budget planning**



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