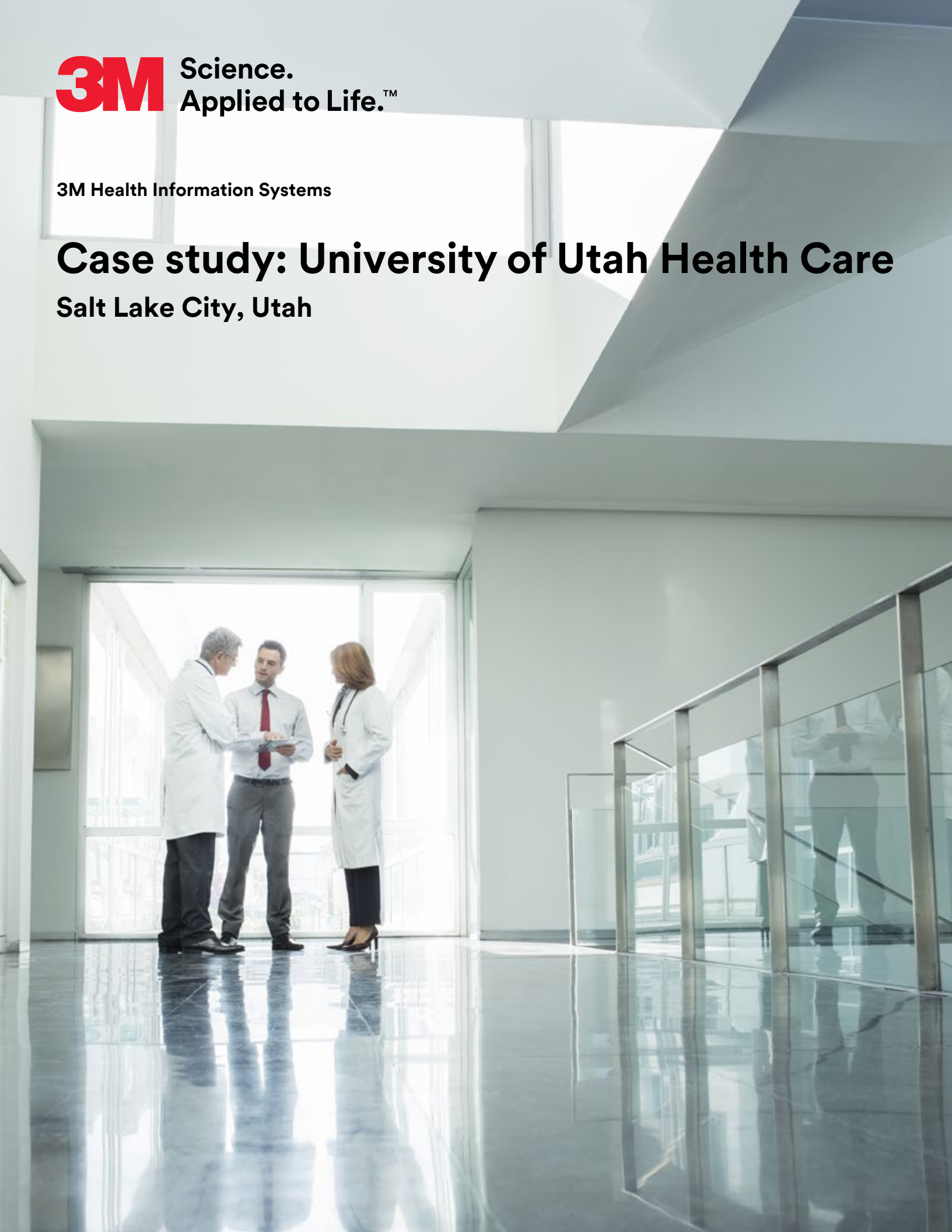**3M Health Information Systems**

Case study: University of Utah Health Care

Salt Lake City, Utah

Real results

With the 3M™ 360 Encompass™ System, University of Utah Health Care experienced:

- A 95 percent identification rate in patient safety indicators (PSIs) and hospital-acquired conditions (HACs)
- A 10 percent improvement in case mix index (CMI), in concert with internal tools

"3M™ 360 Encompass™ created an amazing opportunity for us to apply new technology and move forward in ways we never could before."

—Connie Tohara, director, Health Information Management, University of Utah Health Care

Snapshot of University of Utah Health Care

Since 1965, **University of Utah Health Care** has grown from a single facility to an extensive healthcare system of four hospitals and 11 community clinics. The organization sustains 746 beds, completes 35,000 discharges every year, is recognized as the only academic healthcare system in the Intermountain West and ranks among *U.S. News & World Report's* Best Hospitals.

The data challenge

Trudging through mounds of data is just the tip of the iceberg for today's healthcare organizations. At the base, providers are drowning in regulatory changes that necessitate enhanced data quality.

"What concerns me the most is moving into a world of health care where data will absolutely be the core of everything that happens, and success or failure will depend on the quality of that data," says **Connie Tohara**, director, Health Information Management, University of Utah Health Care.

With so many challenges and distractions, some organizations still haven't evolved from historical data solutions to those that optimize reimbursement and patient outcomes.

How can organizations advance performance with old, incomplete data? They can't.

To raise the bar on performance, organizations need to implement a sophisticated solution to capture, analyze and transform high-quality data into actionable intelligence.

The solution: One platform

With more than 30 years of healthcare industry experience and the know-how of more than 100 credentialed coding experts, **3M Health Information Systems (3M)** was University of Utah Health Care's go-to partner for improving data quality and financial performance.

"We've always had a really good relationship with 3M. I've been working with 3M products for over 30 years. If we have a problem, they're attentive. If we need to escalate, it gets solved, it gets done," says **Mat Bradford**, applications analyst, University of Utah Health Care.

In 2013, the organization did what more than 1,700 healthcare organizations across the country have—selected the **3M™ 360 Encompass™ System** to unite its clinical documentation and coding workflows.

The first product of its kind, the 3M 360 Encompass platform integrates computer-assisted coding (CAC), clinical documentation improvement (CDI), concurrent quality metrics and analytics into one application to capture, analyze and advance patient information across the care continuum.

"3M™ 360 Encompass™ created an amazing opportunity for us to apply new technology and move forward in ways we never could before," says Tohara.

University of Utah Health Care can now merge the silos separating clinical documentation and coding workflows. The resulting environment empowers the organization to analyze, review and proactively execute on key processes, at the point of care.

The results

After going live with 3M 360 Encompass, University of Utah Health Care reported significant performance improvements across a wide spectrum of internal initiatives.

"We went from driving a jalopy to a Corvette. It has not only streamlined and made our processes more efficient, it has automated our processes," says **Michelle Knuckles**, manager, Inpatient Coding and Clinical Documentation Improvement, University of Utah Health Care.

Delivering an unprecedented level of collaboration, the 3M 360 Encompass platform integrates and streamlines clinical documentation and coding workflows, so coders and CDI specialists can work from the same content, reducing duplication.

"The platform improves my team's workflow. Not only does the system make us look deeper for missing details, it improves our overall speed," says Shawn Wells, data integrity manager, University of Utah Health Care.

"It really helps the coders and nurses to work together. Through the system, they can share their thoughts, ideas and findings," adds Knuckles.

Harnessing the power of 3M 360 Encompass, the organization also reported impressive productivity gains from the start, and its data continues to show improvements today.

"Within the first couple weeks of implementation, we were back to baseline. In fact, our productivity was up," says Knuckles. Today, the platform continues to raise the bar with consistent performance improvements.

In addition, 3M 360 Encompass offers a growing list of role-specific, at-a-glance dashboards. The platform can manage various teams' results in finite detail with extensive reporting capabilities.

"With 3M 360 Encompass, we are able to do a lot of reporting on queries, response rates and financial impact," says Knuckles.

Furthermore, the quality capabilities in the 3M system deliver rich, reliable data on quality performance, enabling a robust quality review process in real time. The result empowers the organization to both identify risks and pinpoint opportunities. To that end, University of Utah Health Care executives have led an on-going initiative for the organization to be a leader in the **University HealthSystem Consortium**. The quality analytics function in 3M's technology played a vital role in that effort.

"It really helps the coders and nurses to work together. Through the system, they can share their thoughts, ideas and findings."

—Michelle Knuckles, manager, Inpatient Coding and Clinical Documentation Improvement, University of Utah Health Care

"With the 3M™ 360 Encompass™ System, you don't have to find your PSIs and HACs—the system will bring them all forward in a workflow, allowing us to review and work with the physicians while the patient is still in-house," says Knuckles. "With that being said, I feel like we are still barely scratching the surface of the 3M 360 Encompass Quality Metrics capabilities."

Today, University of Utah Health Care captures 95 percent of PSIs and HACs, resulting in a strong positive impact on their public record.

University of Utah Health Care's strategic partnership with 3M sets the stage for future growth and enables maximum functionality across the organization. With 3M, University of Utah Health Care achieved accurate, compliant coding and discovered innovative ways to stay ahead of the curve, despite an ever-evolving market.

"I think 3M 360 Encompass is something that's going to continue to grow over the years and become a foundational piece for every organization," says Wells.

Call today

For more information on how 3M software and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3m.com/his.**

3M

Health Information Systems
575 West Murray Boulevard
Salt Lake City, UT 84123 U.S.A.
800 367 2447

www.3m.com/his

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