



Mede/Analytics®

Improving financial sustainability and access to care with actionable insights into CMI, CC/MCC capture rates and ALOS



Jennifer Hill, BSN, JD
Assistant Director, Clinical Documentation,
Inpatient Coding and HCC Teams at
Oregon Health & Science University



Agenda

- OHSU background, challenges and implications
- Review three key initiatives
 - CMI
 - CC/MCC capture rate
 - ALOS
- Summarize best practices for making billing thrilling with analytics based actionable insights



- Only academic health center in Oregon
- Based in Portland
- Over 19,000 employees
- 1 million+ annual patient visits
- 576 total licensed beds (including pediatric)
- Over 3,400 students enrolled

Analytics and reporting challenges

- Lack of reliable data and analytics to share with physicians to monitor and improve CMI
- Lack of CDI team resources and insufficient staffing
- Struggles with low CMI and ALOS variance vs cohort
- Goal: Increase revenue through CDI opportunities enabled by improved physician engagement

Improving CMI with physician-level reporting

Use case: CMI with secondary coding

Challenge:

- Low CMI that needed to be addressed with urgency

Solution:

- ICD-10 code opportunities dashboard** identifies DRG groups with the highest opportunity to capture additional revenue by enabling a benchmark comparison of secondary diagnosis capture relative to the cohort
- Physician-level reporting** allows for data-driven discussions

MS-DRG Group	Claims	Cohort CMI Var	CMI Opp ↓
025-027 CRANIOTOMY & ENDOVASCULAR INTRACRANIAL ...	636	-0.31	\$2,348,111
100-101 SEIZURES	434	-0.12	\$615,724
040-042 PERIPH/CRANIAL NERVE & OTHER NERV SYST PROC	87	-0.45	\$459,278
028-030 SPINAL PROCEDURES	153	-0.24	\$427,948
023-024 CRANIO W MAJOR DEV IMPL/ACUTE COMPLEX CN...	166	-0.16	\$321,615
085-087 TRAUMATIC STUPOR & COMA, COMA <1 HR	113	-0.15	\$205,069
031-033 VENTRICULAR SHUNT PROCEDURES	90	-0.12	\$128,328

Secondary Dx	% w/ Code	Cohort %	Var	ICD Opp ↓
+ G93: Other disorders of bra...	30.19%	53.03%	-22.84	\$2,432,154
+ J96: Respiratory failure, not ...	3.46%	12.31%	-8.85	\$681,513
+ S06: Intracranial Injury (MCC)	1.73%	6.27%	-4.54	\$343,628
+ R40: Somnolence, stupor an...	1.42%	4.28%	-2.86	\$215,961
+ J95: Intraoperative and post...	0.31%	2.64%	-2.32	\$173,258
+ I62: Other and unspecified ...	2.83%	4.83%	-2.00	\$152,698

Attending Physician	Claims	% w/ Code	Cohort %	Var	ICD Opp ↓
Physician 1	84	3.57%	53.03%	-49.46	\$857, ▲
Physician 2	50	16.00%	53.03%	-37.03	\$328,
Physician 3	101	36.63%	53.03%	-16.39	\$273,
Physician 4	112	39.29%	53.03%	-13.74	\$237,
Physician 5	31	6.45%	53.03%	-46.58	\$214,
Physician 6	19	5.26%	53.03%	-47.77	\$159,

Impact: Increase in CMI by over 20% 2016 - 2019

Improving CC/MCC capture rates and physician engagement

Use case: CC/MCC capture rate

Challenge:

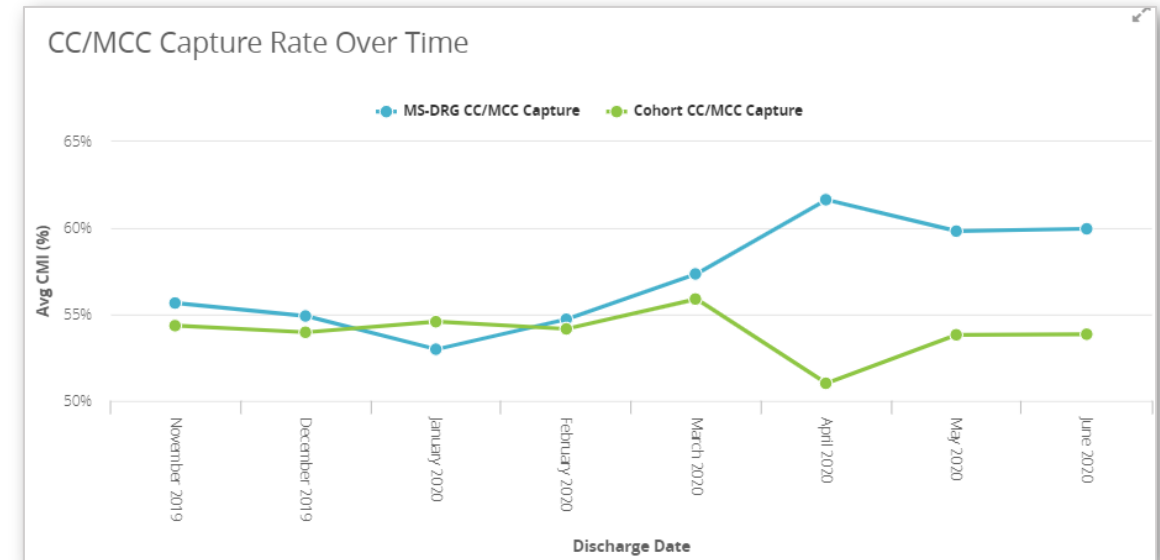
- Historically disengaged physician group
- CMI and CC/MCC capture rate lower than cohort

Solution:

- Initiated quarterly meetings to review performance against cohort data
- Leveraged analytics to facilitate data-driven dialogue
- Increased physician buy-in with physician-level reporting
- Identified physician champions
- Service line invited CDI team to educate fellows during orientation

Measurable value and outcomes:

- Data and insights-driven engagement enabled a **culture of trust and transparency**, producing better physician engagement
- **Actionable insights with clear objectives** became a driver of change



Impact: Achieved over 5% improvement in CC/MCC capture rate from analytics, reporting abilities and new processes

Driving engagement between physicians, case management, and departments around improving ALOS

Use case: Improve ALOS education

Challenge:

- ALOS vs GLOS variance issues
- Separation of data to have actionable insights

Solution:

- Initiated drill-down insights into department- and physician-level ALOS
- Leveraged analytics to facilitate data-driven dialogue
- Used cohort data to highlight variances

Measurable value and outcomes:

- **Improved financial results** by aligning ALOS to GLOS
- **Improved bed availability** by highlighting areas of greatest improvement by department

Claims	Cohort CMI Opp ↓	CMI	ALOS
437	\$239,928	3.99	9.1
21	\$173,976	4.17	8.4
64	-\$112,398	4.49	9.7
2	\$8,650	2.79	2.0
10	-\$56,748	3.07	7.3
239	-\$524,648	3.37	4.0
622	-\$1,078,628	3.20	3.4

Measurable value and outcomes



"Actionable analytics from MedeAnalytics have been invaluable for our CDI program."

We have seen measurable improvements in our CMI and CC/MCC capture rates which have augmented revenue capture."

- Jennifer Hill, BSN, JD Assistant Director, Clinical Documentation, Inpatient Coding and HCC Teams, Oregon Health & Science University

21%

Increase in CMI
2016 -20

159%

Increase in average
rate of return per CDI
specialist per month

5+%

Improvement in
CC/MCC Capture Rates

Thank you for attending our session!

MedeAnalytics®



Want to know more about our trusted relationship with OHSU?

Stop by **Booth #6011** to chat with our experts or **scan the code** to view these slides and more!

Scan to access the slides and other helpful resources!

