

KLAS First Look

Enjoin

IMPROVING OUTCOMES THROUGH CDI

FIRST LOOK



Separating fact from fiction



Why This First Look?

Clinical documentation improvement (CDI) is critical for improving things such as case mix index (CMI) and productivity in hospitals and health systems. While many CDI vendors focus on workflow improvements using technology, Enjoin complements this approach with CDI education, denial defense, and operations support to help clinicians improve documentation and coding. This report looks to validate the outcomes and satisfaction of Enjoin clients.

Key Competitors

3M, Accuity, The Claro Group, FairCode, Nuance

Number of Clients Interviewed by KLAS

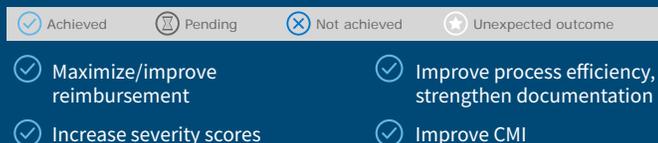
8 individuals from 7 unique organizations
(out of 14 live at time of data collection)

Survey Respondents—by Organization Type (n=7)

- Small standalone hospitals
- Academic health systems
- Payers
- Small hospital health systems
- Large IDNs



Outcomes Expected by Clients

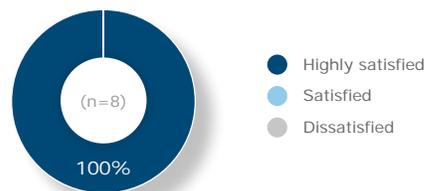


Bottom Line

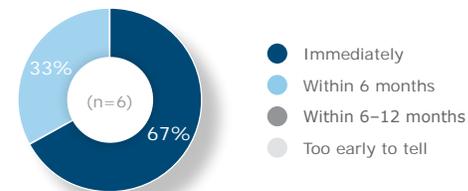
Clients using Enjoin's CDI services report extremely high satisfaction with the firm's work. Respondents particularly highlight Enjoin's clinical expertise, which leads to a solid ROI for clients. Some isolated feedback includes delayed responsiveness and the occasional need for more guidance; these issues do not affect overall customer satisfaction.

Enjoin Client Experience: An Initial Look

Overall Client Satisfaction



Time to See Outcomes



Enjoin Performance (1-9 scale)



Client-Validated Features & Service

Enjoin feature/service

Train-the-trainer physician-led services/knowledge transfer education

MS-DRG pre-bill & clinical coding review

Quality risk-adjustment cohort reviews

CDI consulting (e.g., refinement and prioritization)

Population health CDI

Percentage of respondents achieving/validating (n=7)



† One respondent is unsure whether their organization uses Enjoin for CDI consulting and population health CDI.

FIRST LOOK

Strengths

- Clinical expertise
- Relationships and professionalism
- Return on investment



"I have never regretted the decision by my leadership to hire or engage with Enjoin. They have been fantastic. They are rock solid. From top to bottom, they are a class A vendor. Their CDI services have been top-notch. Their clinical expertise is fantastic. I think it may be in their mission statement that they base their recommendations on science and best practices, and that is absolutely true. They are true clinicians. They are not business people, and I just love that about them." —Manager

Challenges/Opportunities

- Delayed responsiveness mentioned as an area of potential improvement
- Extra communication/guidance needed at times
- One client would like to see Enjoin expand their services



"In terms of Enjoin's expertise, knowledge, quality, and return on investment, they are good, but I would like to see the firm invest more closely with a technology partner so that we could use them in other areas. There are some things we have with third-party vendors, but they are not as good as the expertise that comes from Enjoin. I would like to see Enjoin expand their services more. They do some things, but I would like to see more because our current software partners would be better if they were supported by a company like Enjoin." —Physician

KLAS' Points to Ponder



Mike Davis

HCIT market research and analysis expert with 40+ years of experience

The Positives

Enjoin provides a physician- and clinician-designed program to improve clinical documentation and coding process alignment. The program increases revenue recovery and denial defense and provides a quick ROI for healthcare providers. It can be used with fee-for-service and value-based care reimbursement processes. A high-touch approach ensures that required knowledge is transferred to support ongoing improvements with focused guidance and data.

Organizations should consider the following:

The Solution's Long-Term Viability in Healthcare

Clinical documentation improvement to support more accurate coding will continue to be an operational requirement. The movement toward value-based care reimbursements will drive the need for codifying and analyzing patient data related to DRGs, MS-DRGs, and other bundled payment programs. The use of evidence-based medical guidelines for documentation and coding alignment will also position Enjoin for future success.

Impacts and Tradeoffs of the Underlying Technology

Enjoin uses a cloud-based architecture, application development, and database in addition to data encryption components that are consistent with the digital industry. Enjoin positions software as a support environment for their CDI services solutions. Any solution that accesses provider data should be scrutinized relative to the risk of PHI violations when patient data is in the firm's control.

CDI and Value-Based Care

Value-based care will place a higher focus on quality factors, and organizations will need to transition their resource focus for reimbursement documentation and coding processes accordingly. Providers will need to analyze workflow impacts and potential documentation changes as well as risk impacts. Organizations who start this education and training process with experienced clinical documentation improvement firms will reduce revenue impact.

EHR Support for CDI

EHR solutions should be able to support CDI and coding evaluations with discrete data from clinical documentation. EHRs that capture patient documentation in free text or structured text formats are less likely to provide the data needed to easily analyze documentation and coding alignment. EHR documentation formats should be a component of CDI.

Enjoin: Company Profile at a Glance

Years in Healthcare: 30+

Headquarters: Collierville, TN

Number of Employees: 60+

Number of Healthcare Clients: 60+ facilities live, 5 under contract

Target Healthcare Customer: Acute care hospitals and health systems, large physician practices, ACOs

Revenue Model: Daily pre-bill reviews are flat fee (per chart fee) with some value-adds included; consulting services are based on different models (e.g., consulting hourly rates, project fee)



James P. Fee, MD, CCS, CCDS
CEO

How would clients describe your solution?

- With a focus on revenue recovery, compliance, denial prevention, education, and operations, Enjoin utilizes an evidence-based clinical approach so that documentation and coding accurately translates the patient's story.
- We have consistently provided a high-value partnership and a consistent ROI, including value-adds such as regular education, denial defense, and operations support.
- Our multi-faceted team approach to CDI includes coders, clinical documentation specialists, and physicians, and we demonstrate commitment to knowledge transfer and customer success.

What are Enjoin's biggest differentiators?

- A team of board-certified practicing physicians with coding and documentation credentials. Our team:
 - Has a knowledge of official coding guidelines
 - Establishes clinical validity in alignment with evidence-based medicine
 - Applies clinical acumen to MS-DRG assignment/principal diagnosis
 - Focuses on risk adjustment and its impact on documentation
- CDI program innovation with a focus on alignment with organizational strategy for effective resource and prioritization of VBC, quality, risk adjustment, CMI, and payment accuracy.
- A data-driven approach for performance measurement and actionable insights.
- An emphasis on education for consistent, sustainable, and reliable knowledge transfer.
- Strategic best practices across the continuum.
- Extensive industry presence and thought leadership.

REPORT INFORMATION

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://www.klasresearch.com/faq).

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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