KLAS First Look

Enjoin

IMPROVING OUTCOMES THROUGH CDI
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: 29%
- Small hospital health systems: 71%

Outcomes Expected by Clients
- Maximize/improve reimbursement
- Improve process efficiency, strengthen documentation
- Increase severity scores
- Improve CMI

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
(n=8)
- Highly satisfied
- Satisfied
- Dissatisfied

Time to See Outcomes
(=8)
- Immediately
- Within 6 months
- Within 6–12 months
- Too early to tell

Enjoin Performance (1–9 scale)

<table>
<thead>
<tr>
<th>Drives tangible outcomes</th>
<th>Quality staff/consultants</th>
<th>Strength of partnership</th>
<th>Would recommend to a peer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>A+</td>
<td>A+</td>
<td>A+</td>
</tr>
<tr>
<td>(n=8)</td>
<td>(n=8)</td>
<td>(n=8)</td>
<td>(n=7)</td>
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Of 8 respondents, 100% would buy again.

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

Client-Validated Features & Service

<table>
<thead>
<tr>
<th>Enjoin feature/service</th>
<th>Train-the-trainer physician-led services/knowledge transfer education</th>
<th>MS-DRG pre-bill &amp; clinical coding review</th>
<th>Quality risk-adjustment cohort reviews</th>
<th>CDI consulting (e.g., refinement and prioritization)</th>
<th>Population health CDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of respondents achieving/validating (n=7)</td>
<td>100%</td>
<td>100%</td>
<td>86%</td>
<td>67%†</td>
<td>50%†</td>
</tr>
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</table>
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)

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**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.

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**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.

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**Strenghts**
- Clinical expertise
- Relationships and professionalism
- Return on investment

**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

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“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 act. 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

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“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

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James P. Fee, MD, CCS, CCDS
CEO

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**Enjoin**
Enjoin supports every stage of the revenue cycle with CDI solutions. Enjoin’s team of clinical documentation and coding experts help providers analyze and improve clinical documentation and coding processes to ensure improved revenue right from the start. Enjoin’s solutions support organizations of all sizes, from single clinics to large health systems. Our clients have trusted Enjoin to support their CDI needs for over 15 years.

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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.

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