

# 6 Ways to Reset Your Compass

## Critical points for a 180° turn



### 1 What?

#### Physician Documentation

Complete and accurate physician documentation is the foundation for healthcare's new accountability, transparency and pay-for-quality initiatives. Without it, facilities lack the specification needed to capture true severity and complexity of the patient populations they serve.

Better documentation also drives ICD-10 success as clinical codes become more granular and precise. Studying each facility's medical records after coding but prior to billing—pre-bill review—identifies documentation gaps and prepares you for the challenges ahead.

### 2 Who?

#### Advisors, CDS & Coders

Peer-to-peer, specialty-directed physician advisors working with CDI teams and coders are the key components of a successful pre-bill review program. These advisors work hand in hand with your coding and CDI teams to conduct initial pre-bill reviews, identify documentation gaps, and engage your physicians in meaningful documentation dialogue.

The result? Physicians become more engaged. Documentation query response rates climb. Positive financial impacts are realized through increased billing opportunities and stronger compliance adjustments. For one Enjoin client, over a year timeframe, an average of 98% response rate and 93% agree rate was attained with combined CDI impact of over \$1.7 million.

### 3 Why?

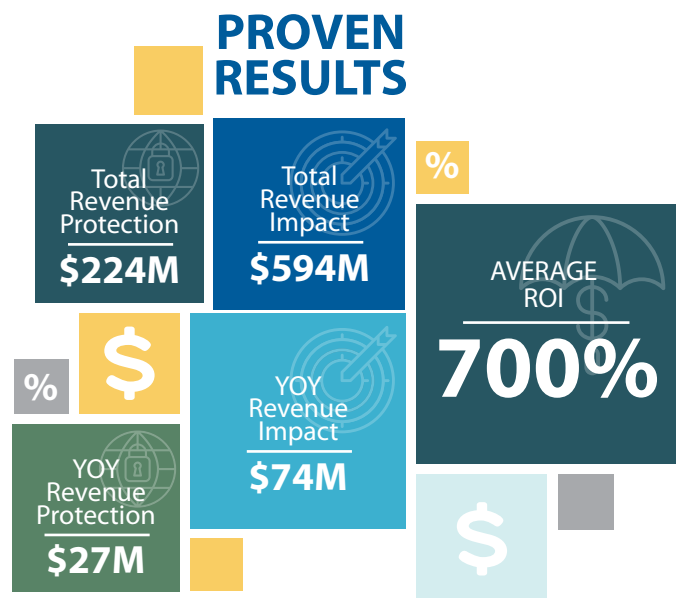
#### Great Reasons

Pre-bill reviews provide insight into where your facility currently is—and where it needs to be. A customized documentation improvement strategy is built and then reinforced by daily reviews, monitoring, education and refinement of CDI programs.

You'll discover improvements in six key areas:

- Quality metrics
- Case mix index
- Risk of mortality
- Severity of illness
- Coding compliance
- Return on investment – over 700% annually

Pre-bill reviews in conjunction with the right physician advisor team establish a firm foundation for long-lasting clinical documentation improvement.



## 4 Quality & Case Mix

Quality of care reflects quality of documentation and coding. Scores, health grades and pay-for-quality reimbursements are all driven by physician documentation. Poor documentation results in erroneous inclusions and exclusions from your quality metrics.

The bottom line? Better documentation leads to rapid quality improvements for systems, hospitals and individual physicians.

A little clarity also makes a big difference in Case Mix Index (CMI). For one Enjoin client, CMI rose from 1.5 to 1.8—adding \$18.1 million annually after implementation of the daily pre-bill review process and development of a PA program.

## 5 Mortality & Severity

Physician advisor-led education impacts risk of mortality and severity of illness for all stakeholders. Enjoin physician advisors review clinical indicators to uncover errors in coding medical complications and to identify new “codeable” conditions.

Long-term, formalized physician advisor programs drive even greater benefits including reduced 30-day mortality and readmissions, and more accurate APR-DRG risk of mortality and severity of illness. For example, Enjoin physician advisors increased mortality indexes in risk category 4 for Medicare patients by 24% over a two-year period.

## 6 Coding & ROI

The pre-bill review becomes the justification for quality data through compliant coding. A key success factor for accuracy, compliance, and optimization, is the ability to align the review with data insights including impact on case mix index, education, and process improvement.

Clinical and coding topics are then incorporated into coding seminars and peer-to-peer, specialty-directed physician education to minimize recovery audits and reimbursement take-backs. The pre-bill review is the foundation for change.

Each and every facility achieves a solid return on investment with Enjoin—justifying our unique physician led peer-to-peer process for senior executives and leadership teams. Enjoin pre-bill reviews consistently deliver high ROI for our clients including over 700% return on investment annually.



Scan to find out how to make a 180° turn with Enjoin's pre-bill review.

