


We Are Enjoin.

Patient Centered – Physician Aligned.

Why Enjoin?

Clinical Expertise.

For more than 30 years, Enjoin has helped organizations fully tell their patients' stories that reflect the risk, severity, and complexity of the patient population, as well as the quality of care the organization provides through clinical documentation and coding expertise. **Enjoin pioneered, and continues to be the innovator aligning clinically integrated physician directed services across all the key functions of the mid revenue cycle to improve quality of documentation and coding.**

Led by nationally renowned physicians with a strong academic background in scientific based medicine and years of clinical practice coupled with certified coding and clinical documentation credentials, our unique approach supports advanced clinical documentation practices with deep clinical expertise to drive patient centric outcomes and improve physician engagement.

High-value Partnerships.

Our physician leaders have consulted with **several hundred hospitals and many of the largest healthcare systems in the country** providing extensive clinical coding reviews, monitoring, and education to all involved in the documentation and coding of the medical record. Enjoins physicians and CDI professionals cultivate strong partnerships with documentation teams across the continuum and our clinically trained staff possess a deep understanding of the inherent complexity and nuance of clinical documentation.

With an emphasis on people and process supported by actionable data, we focus on collaboration among CDI teams with education, process, and infrastructure development to successfully support value-based care delivery and outcomes.

Return on Investment.

Pre-bill reviews, combined with advanced CDI training and physician education, consistently deliver an average return on investment of more than 700 percent annually - based solely on relative weights. Risk of financial penalties associated with coding compliance and poorly risk-adjusted outcome measures is also mitigated.



[WHAT MAKES ENJOIN UNIQUE? →](#)

Physician Directed CDI

Enjoin's commitment and passion to documentation integrity and coding accuracy are reflected in the consistent and active involvement of Enjoins physician leadership and consulting professionals all who maintain an industry presence by providing updated insights and advancing the industry's definition of best practice. Our involvement and presence in the industry include:

- Representation for AHIMA/ACDIS Practice Brief *"Guidelines for Achieving a Compliant Query Practice"*
- Representation for monthly column *"Clinically Speaking"* for the HCPro newsletter, Briefings on Coding Compliance Strategies.
- HCPro HIM Briefings Editorial Advisory Council
- Numerous speaking engagements at AHIMA, ACDIS, (national, state, and regional conventions), HFMA, RAC Monitor
- Article submissions for ACDIS, AHIMA, HCPro, HFMA, Healthcare Finance News, Medical Economics, NAHRI
- Podcast contributors for ACDIS, AHIMA, Becker's Hospital Review



ACDIS Advisory Board Member
James P. Fee, MD, CCS, CCDS
Enjoin CEO
(2015-2018)



AHIMA Revenue Cycle Practice Management Council
Laura Pait, RHIA, CDIP, CCS
Enjoin COO
(2021-2023)



AHIMA Council for Excellence in Education (CEE)
Sarah Laird, RHIA, CCS
Enjoin VP of Workforce Solutions
(2022-2025)



AHIMA Council for Excellence in Education (CEE)
Jennifer Holland, RHIA, CCS, CPC
Manager, Learning and Development
(2023-2026)

A+ Rating and 100% Customer Satisfaction

As indicated in the KLAS First Look Report (2021) based on four performance areas including:

1. Driving tangible results
2. Quality of staff/consultants
3. Strength of partnership
4. Highly recommended

[HOW ENJOIN MAKES A DIFFERENCE →](#)

Our Solutions

We offer comprehensive clinical documentation solutions in the mid-revenue cycle in support of Enjoin's mission for better patient outcomes and physician alignment.

Our goal is to help organizations fully tell their patients' stories through complete and accurate documentation and coding that reflects the risk, severity, and complexity of the patient population, as well as the quality of care the organization provides. The combination of our advisory services and workforce talent helps clients optimize mid-revenue cycle performance as well as address staff shortages.

WORKFORCE →

CLINICAL DOCUMENTATION INTEGRITY →

LEARNING & DEVELOPMENT →

TECHNOLOGY →



IP + OP Clinical
Documentation Specialists
Inpatient Coders
Case Managers
Utilization Review Nurses

Workforce



DRG Assurance (Pre Bill) Program
Retro Chart Audits
Clinical Denials
CDI Alignment/Optimization
Value-Based CDI
(Pay for Performance and Population Health)

CDI



 **Enjoin**
SOLUTIONS

Technology



Learning and Development



CDocT
(CDI Reference)

Enjoin Analytics

Enjoin Prioritization Tool
(In Development)

CDI Education
Physician Education
Physician Advisor Training
Physician Advisor Launch Program

Workforce Solutions

With an emphasis on people and process combined with Enjoin's well known and trusted brand, our workforce talent sets the bar for staff augmentation.

In addition, with a focus on compliance and education rooted in evidence-based clinical practice guidance as well as knowledge of an adherence to all Coding/CDI guidelines, we are confident in our people to drive data integrity and tangible outcomes.

Whether full outsource or supplemental staff support, our promise includes:

- Pre-employment knowledge assessments to certify experienced professionals
- Extensive onboarding to ensure skillsets match your unique needs
- Regular quality assurance and collaboration with board-certified physicians to ensure data integrity, operational efficiency, and compliance
- Advanced education to support professional growth and learning experiences for our team
- Dedicated management oversight to support high value outcomes and integration of highly skilled professionals into your team

Enjoin remote staffing support:

Inpatient Coders

Clinical Documentation Specialists

- Inpatient CDS
- Outpatient CDS

Case Managers

Utilization Review Nurses

CLINICAL DOCUMENTATION INTEGRITY →



Clinical Documentation Integrity (CDI)

MS-DRG Assurance Program

More than an audit, Enjoin's MS-DRG Assurance Program (Pre-bill Review) is designed to enhance financial and clinical accuracy and helps your organization thrive in an ever-changing healthcare environment. Our clinical coding analysts work directly with our board certified physicians who are also credentialed documentation and coding specialists with years of clinical practice experience. The highly experienced team providing these reviews possess advanced clinical acumen and clinical coding expertise to accurately perform the reviews with a 24-hour turn-around and provide recommendations that integrate evidence-based clinical medicine and coding rules and guidelines.

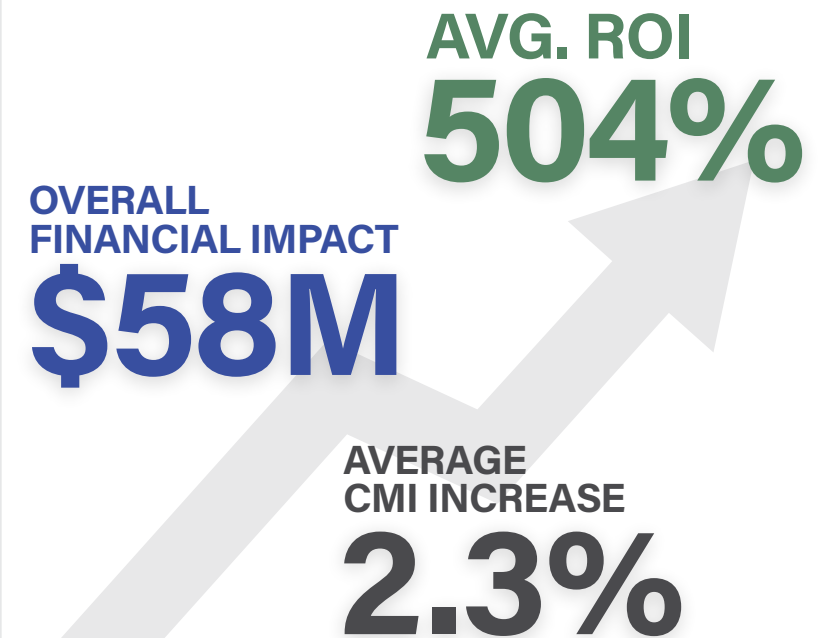
An initial assessment provides insight into where your facility currently is—and where it needs to be. A customized documentation improvement strategy is built and then reinforced by daily reviews, monitoring, education, and refinement of CDI programs. Extensive performance tracking for each MS-DRG ensures attention is directed to the areas with the greatest opportunity.

With a focus coding accuracy to drive revenue integrity and mitigate financial risk benefits include:

- Physician-led team integrating evidence-based medicine with coding rules and guidelines
- Advanced clinical acumen and clinical coding expertise
- Customized focus list for high value and high impact
- Advanced interactive reporting and dashboards
- Educational resources to support knowledge transfer and CDI program advancement
- Performance data and predictive analytics with interactive, immersive dashboards for targeted education to facilitate knowledge transfer and performance metrics

[RETROSPECTIVE CHART REVIEW →](#)

In 2021, Enjoin customers realized:



Clinical Documentation Integrity (CDI)

Retrospective Chart Review

Post bill retrospective audits will provide coding and documentation opportunities, assess cohort accuracy and capture of risk adjustment variables, coder/CDS educational needs, and any compliance opportunities. Enjoin works with key stakeholders to define audit scope to match the interests and priorities of the organization. Audit scope could include all the following: MSDRG, APRDRG, SOI/ROM, Quality Cohort Validation, Quality Risk Adjustments, etc. utilizing ongoing data analysis.

While this approach also identifies coding and documentation opportunities, the retrospective chart review is focused on accuracy and compliance after final billing. Therefore, it should be noted that this approach is for validation of opportunities and education purposes only. Chart selection is targeted and chart amending may be limited by timely filing.

Various topics of interest to drive audit scope related to coding and documentation issues may include:

- Clinical and coding accuracy as it relates to ICD 10 CM and PCS code assignment
- CMS quality cohort accuracy validation
- Quality and efficiency of your physician query process
- Documentation issues of the medical staff
- Identify opportunities for additional education
- Assessment of CDI team interaction through the chart reviews

[CLINICAL DENIALS - DRG-SECURE →](#)

“The Enjoin Boot Camp was exactly what I was looking for! The delivery of the advanced level professional content and extensive knowledge of the Enjoin presenters was industry best practice. With a focus on not only cohort identification but also risk adjustment and learning opportunities for optimizing our reviews, we have decided to bring the Enjoin team in house to conduct a more in-depth quality measure training seminar for our CDS and physician advisor.

—Director, HIM, Integris Health

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Clinical Documentation Integrity (CDI)

Clinical Denials – DRG Secure

Through our DRG Secure program, Enjoin analyzes coding and clinical validation denials to determine proper MS-DRG / APR-DRG assignment from clinical documentation within the medical record. As a physician led denial management program, Enjoin assesses MS-DRG assignment and associated codes supported by documentation aligned with evidence-based medicine. After review, Enjoin will organize, coordinate, and formulate a letter of clinical legal appeal utilizing the Official ICD-10-CM/PCS Guidelines, coding rules, Coding Clinic directives, evidence-based clinical references as well as applicable legal statutes and payor policies and procedures with PH contracts. We provide denial support and appeals through the entire appeal process.

Appeal letters include evidenced based literature and authoritative coding guidelines that are crafted by a team of denial analysts and physician's with over 200 years of collective clinical expertise and over 30 years of coding experience.

Given our experience with risk mitigation and denial defense, including Administrative Law Judge (ALJ) testimony, with our Pre-bill Review program, Enjoin understands the timeliness needed, therefore, expedites documentation reviews to align with payor timelines to ensure success with appeals. Our skilled coding and physician experts work closely with your organization to advocate for a successful appeal.

[CDI ALIGNMENT / OPTIMIZATION →](#)

Proactive and preventative

In 2021, Enjoin customers realized:

**DENIAL RATE
LESS THAN
1%**

**\$28M
REVENUE
PROTECTION**

**\$3.4M
RECOVERED**

Clinical Documentation Integrity (CDI)

CDI Alignment / Optimization

With fluctuations in admission volumes/types, increase in denials, and a constant state of adaptation to our healthcare landscape today, healthcare organizations must reimagine the role of CDI. Shifts in payor mix, changes in payor contracts, and adoption of new reimbursement models require a strategic CDI focus that promotes sustainability in the current healthcare market allowing for the investment in value based care. This is accomplished through our CDI Align solution.

Accurate revenue recovery efforts are critical and requires optimal alignment of resources with high impacting payors and patient groups therefore the following are included in CDI Align:

- Data Analysis
- Prioritization Analysis
- CDI Software Optimization Analysis
- CDI Program Efficiency Analysis

VALUE-BASED CDI: Quality Measure Training →

3 reasons why strategic CDI makes financial sense

- 1** Strategic CDI directly supports financial gains when operating margins are low.
- 2** It enables organizations to do more with less —use the same or fewer CDI resources to maintain or even increase return on investment.
- 3** It provides agility to pivot as priorities change.

Clinical Documentation Integrity (CDI)

Value-based CDI

QUALITY MEASURE TRAINING

With the continued expansion of pay for performance, advanced quality measure training and program initiation is offered. The scope of training includes a comprehensive list of claims-based quality measures linked to value based payments. The scope of measures and/or cohorts can be tailored based on the findings from the Hospital Specific Report analysis.

The training defines key conditions across claim based quality measures that have direct impact on inclusions, exclusions, and risk adjustment. The curriculum is provided through a proprietary web-based resource CDocT® and is structured to provide didactic training, hands on application of learned concepts using case studies, and structured breakout sessions.

Two approaches are offered to enhance your quality measures:

- **Quality Measure Record Review (QMR)**
Includes a post-bill focused chart audit for cohort accuracy based on the most recent specification publications and the top 5 risk adjusters. Serves as the foundation for quality measure training.
- **Quality Measure Training (QMT)**
The curriculum is structured to familiarize participants with value-based quality initiatives, insights into how clinical documentation and reported codes impact measure performance along with discussion of common CDI vulnerabilities and train the trainer tools. Structured breakouts and a detailed workplan are provided to oversee and monitor identified CDI Program evolution requirements

[VALUE-BASED CDI: Population Health CDI →](#)

Combining a train-the-trainer approach for quality measure performance with their extensive internal efforts UNC Health experienced a

5% **REDUCTION IN RISK-ADJUSTED MORTALITY INDEX WITH A**

44% **INCREASE IN EXPECTED MORTALITY RATE**

52% **REDUCTION* IN OVERALL QUALITY PENALTIES OVER 3 FISCAL YEARS.**

Clinical Documentation Integrity (CDI)

Value-based CDI

POPULATION HEALTH CDI

Population Health CDI™ is a collaborative methodology and approach to improving patient health by accurately translating clinical care through documentation and coding for the continued advancement of evidence-based care coordination, appropriate resource utilization, and improved patient outcomes. This collaborative effort is central to early intervention and prevention by accurately capturing HCCs to best support and understand your population and therefore, allocating the correct budget for the needs of the population. Enjoin's program is designed to ensure accurate diagnosis code assignment, optimal risk scores, and quality patient care outcomes to help organizations accurately depict the morbidity of the patient thus helping ensure your organization's ability to accurately budget.

Elements of an initial scope include comprehensive data analysis, targeted chart selection and review, operational assessment, education, and executive level report.

Some Enjoin key differentiators include:

- Aggregating the appropriate "mosaic" of data to ensure there is a comprehensive understanding of the risk adjustment methodologies and calculations toward KPIs and budget (e.g. benchmarks) your organization has contracted into
- Physician developed and led education and training
- Data-driven insights into vulnerabilities and gaps to performance attainment

Other Enjoin services include:

- Pre-visit Planning (PVP) Services
- PVP Staffing
- HCC/Risk Adjustment Training seminar
- Proprietary web-based tool (CDocT®) available and utilized for risk adjustment methodology and clinical indicator training
- CDI Program Implementation

Risk Adjustment Reviews

44% AVERAGE OPPORTUNITY FOR HCC IMPROVEMENT

0.328 AVERAGE RISK SCORE INCREASE OF PATIENTS WITH OPPORTUNITY FOR HCC IMPROVEMENT

\$17.1M ENJOIN CLIENT AVERAGE PER PLAN/PROGRAM IN POTENTIAL IMPACT

Learning and Development

CDI Education

Enjoin provides onboarding training and education to new and existing CDI staff members. Typically, this is a comprehensive, 5-day intensive classroom training utilizing our proprietary Clinical Documentation Integrity Seminar training materials - CDocT. This seminar can be conducted remotely via webinar over a course of time (i.e., number of days) and duration of sessions (i.e., number of hours) per day, to be agreed upon.

This advanced seminar will provide the knowledge to work with providers to achieve accurate inpatient coding and MS-DRG assignments. It also provides a detailed discussion of the structure of the MS-DRG system and important coding guidelines that must be applied to improve the accuracy of case-mix index of your facility. A thorough review of the most

common documentation issues is provided along with in-depth application of various clinical indicators and sample charts for the attendees to practice the appropriate application of the material presented. Also included is a brief review of clinical/coding concepts that support documentation/coding accuracy and its impact on payment and quality outcomes. Finally, a detailed discussion is provided on the different types of queries and how to construct each type to be compliant with current published guidelines.

[PHYSICIAN EDUCATION →](#)



“To kick start the program we started with their 5-day CDS workshop. This training was comprehensive and provided buried treasure enabling our team to apply the knowledge immediately into our daily CDI process.”

—Director, HIM, Mississippi

Learning and Development

Physician Education

Enjoin employs a multi-specialty group of physicians with extensive clinical backgrounds to work with your providers. Several levels of education are offered below – with emphasis on how clinical documentation and coding impact patient outcomes, value-based payments/reimbursement, profiling, and the integration of risk-adjusted performance models.

All presentations are conducted by physicians who have extensive experience in clinical practice. Members of our physician team include a multispecialty group of physicians (includes physicians of all the major medical and surgical subspecialties) with extensive clinical careers and who have been trained in ICD-10 with many holding certified coding and clinical documentation credentials.

Their experience includes the following attributes:

- Trained and/or practiced with prestigious clinics, hospitals, and academic institutions
- Board certified in their specialty
- Most are recognized as fellows in their respective specialty colleges
- Involved with graduate medical education
- Served in leadership roles at their facilities or with their respective specialty colleges nationally
- Have multiple publications in medical literature

PHYSICIAN EDUCATION *(continued)* →



OVER
5000 HOURS
OF PEER-TO-PEER EDUCATION

Learning and Development

Physician Education

Our goal is to provide medical staff education that is specialty and provider specific. Through our years of experience in educating physician, we have seen that the greatest level of engagement by the medical staff is achieved when the following is provided:

- Peer to peer onsite presentations;
- Information that is specific to them; and
- Make the information easy to comprehend and apply.

Enjoin's physician training includes:

- 1-hour departmental specialty-specific medical staff presentations increases level of awareness and impact of documentation and coding on physician profiles and reimbursement
- 4-hour Hospitalist Seminar promotes documentation improvement to hospitalists who have a significant impact on inpatient coding
- 4-6 hour Service Line Leader Seminar promotes liaisons between the documentation team and the respective specialty

[PHYSICIAN ADVISOR PROGRAM →](#)

“Dr. Martin is very professional and always provides enthusiastic presentations. It is evident she is very passionate about what she does. She does an excellent job of presenting each topic from the perspective of her own experiences as a provider and tying in examples of those experiences.”

— Physician Advisor
University of Iowa Hospital & Clinics

Learning and Development

Physician Advisor Program

A physician advisor (PA) is integral to the success of CDI efforts. As an extension of a CDI program, a strong PA will engage and foster physician involvement. More than just education, our training program is designed specifically to enhance a PA's ability to effect change within his or her organization. This seminar utilizes our company's proprietary training manual which contains information which will serve as valuable reference materials as these individuals fulfill their perspective roles.

During these sessions, the Physician Advisor(s) receive extensive instruction regarding the Prospective Payment System and the techniques of chart abstraction including analysis of medically complex records to assure proper ICD-10-CM code selections and subsequent MS-DRG assignments.

The PA Training program includes:

- 3 days of classroom training performed by a senior physician staff consultant
- Actionable learning through case studies
- Physician Advisor Launch Program to promote sustainability and success

[PHYSICIAN ADVISOR LAUNCH PROGRAM →](#)

“*Enjoin's methodology, support, and expertise toward the development of physicians to advise and support coding and clinical documentation efforts, is, in our opinion, national best practice.*

— Physician Advisor
ECU Health, North Carolina

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Learning and Development

Physician Advisor Launch Program

Following the Physician Advisor Training, many organizations need additional support in getting their PA program off to a strong and efficient start. For this purpose, Enjoin has developed next-level support in the form of our Physician Advisor Program Launch service. Enjoin CDI consultants can advise and operationalize your PA program to support your organization's unique goals and needs.

This service includes working sessions over the course of 2 days with the goal of solidifying Physician Advisor involvement/partnership with CDI/HIM/Coding, including specific priorities, workflows, use of tools and roadmap for support that will assist with CDI sustainability and success. These sessions are beneficial for Physician Advisors, Clinical Documentation Specialists, Coding Leadership and Health Information Management.

Objectives and topics of the sessions include:

- PA instruction in CDI tool and workflow
- Incorporation of PA into CDI workflow
- Establishment of PA program goals and expectations
- Action plan designed to support organizational goals

Note: Enjoin's Physician Advisor Training Program is a prerequisite to registering for this service.



Technology

CDocT

CDocT® ("Clinical Documentation Tool") is a web-based resource tool that helps clients achieve optimal performance across the care continuum. Its program modules support CDI programs through the enhancement of value-based reimbursement and quality initiatives. Developed by board-certified physicians and CDI experts, CDocT® is built on a foundation of data and evidence-based medicine and can be deployed by a train-the-trainer approach. Timely updates ensure that the solution stays current as specifications evolve over time, supporting clients' investments. 3 modules are included and described below.

Organizational training utilizes both educational resources and case studies for hands-on application. Content within each module supports the expansion of CDI through education, synthesis of complex concepts, CDI Tips, and chart review checklist (audit assistance).

It includes three (3) distinct modules:

- 1) Inpatient
- 2) Quality
- 3) Hierarchical Condition Category (HCC)

CDocT can be purchased as an Enterprise license with a single sign on for all 3 modules or modules can be purchased individually.

For each module, 2 options are available:

- CDocT (Trainer's Edition) coupled with professional training ("services")
- CDocT (Reference Edition) without training

“After participating in the onsite quality training provided by Enjoin, followed by the implementation of CDocT®, our team has a better understanding of the importance of appropriately capturing diagnoses related to the PSI initiative. The ease of use with CDocT® allows for it to be a tool used regularly by our CDI team. CDocT® is easy to use, organized neatly and a great reference for a team with similar goals as ours.

— CDI Manager, ECU Health

Technology



Enjoin’s robust data analytics are provided through Microsoft Power BI (PBI). The platform is a business intelligence suite that provides advanced interactive reporting capabilities and presentation of data to our clients allowing investigative exploration and deep analysis. Current dashboards include MSDRG Assurance, Executive, Physician and Pop Health CDI.



Patient Centered – Physician Aligned.

Clinical Expertise.

High-value Partnerships.

Return on Investment.

With over 30 years' experience and 200 collective years of clinical practice, our physician directed evidence-based approach enables healthcare organizations to tell their patients' stories to support better patient outcomes.

Discover Enjoin's physician directed mid-revenue cycle solutions and experience immediate results and 100% satisfaction.

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