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Case Study

Anthelio's Health Information Management Optimization Solution Drives Cost Savings and Operational Efficiency at a Large Regional University Health System

Customer Profile:

Lack of integration across facilities leads to lack of standardization and inefficient Health Information Management (HIM) practices.

A large regional university health system has a sterling reputation for delivering cutting-edge patient care from the area's leading doctors. It is driven by the groundbreaking research and superb medical education provided by its well-respected School of Medicine. Within its network, patients can participate in clinical trials and benefit from the latest developments that are fast-tracked from the laboratory to the bedside. As the region's only university healthcare system, it is a vital component of the communities it serves.

The comprehensive network is comprised of three hospitals, including an acute-care flagship hospital with over 500 beds, an eye institute, a comprehensive cancer center, as well as three other major affiliated healthcare institutions and over 30 outpatient facilities served by more than 1,500 physicians and scientists.

Business Situation

The university health system had three separate HIM departments that operated very independently and did not communicate with each other. Due to this lack of integration, there was no standardization of processes across facilities. This adversely affected the overall operational effeciency of the entire organization.

Leadership realized this problem would only be magnified by the upcoming planned Epic EHR implementation across the system. Ineffecient HIM processes could lead to considerable implementation issues with serious consequences. EHR implementation planning was also being done in silos, and there was no sharing of best practices across the three departments.

The Anthelio Solution

Industry-Leading HIM Optimization Services

Anthelio's HIM optimization services are designed to deliver overall clinical and financial success to our provider partners, focusing on improving all aspects of HIM performance. Anthelio's highly skilled team of professionals has in-depth expertise in all aspects of HIM, providing deep insight into key performance indicators. Working closely with providers, our experts assess current HIM processes and implement efficiencies based on proven best practices, benchmarks and metrics. Anthelio has many years of experience enhancing all aspects of HIM performance for a wide variety of customers, including academic medical centers, community hospitals, oncology research centers and trauma facilities. Our global team of HIM professionals includes clinically certified specialists, credentialed clinical documentation specialists, and ICD-9/ICD-10 trained and certified coders.

System-Wide Assessment Reveals Opportunities for Improvement and Key Concerns

Anthelio was engaged by the university health system to conduct an independent HIM assessment of their facilities and to identify solutions for problem areas. Upon a comprehensive review of the hospital's HIM departments, Anthelio's experts observed the following critical problem indicators that needed to be addressed:

- Lack of standardization and aggregation across the organization: Is there duplication of effort that creates inconsistency?

- Compliance: Is HIM leadership actively engaged in compliance and integrity programs?

- ICD-10 Readiness: Are the HIM and Coding departments ready for ICD-10?

- EHR Readiness: Are HIM departments prepared for the EHR implementation across the entire university system?

A Customized Roadmap for HIM Optimization and Collaboration

Anthelio provided interim HIM leadership to ensure the recommended HIM restructuring and improvements were rapidly implemented across the entire university health system. This included assuming the responsibility of overseeing all of the system's day-to-day HIM services, as well as ensuring the readiness of HIM for the implementation of both ICD-10 and Epic's UChart EHR throughout the organization. Additionally, a core HIM team was deployed by Anthelio to make certain approved deliverables were implemented for focused HIM initiatives.

Anthelio's comprehensive approach was focused on developing an integrated HIM solution across all of the university health system's facilities and centered around three critical phases:

- **HIM Assessment:** End-to-end assessment of key processes across the HIM departments to understand opportunities for optimization

- **Solution Development:** Design and present a HIM solution centered on organization specific needs for management of the entire HIM operations

- **HIM Management:** Work with management to develop a strategy and a team to implement 'best practices' and maintain optimization

Anthelio's plan of action included the following key activities to ensure success:

- Implemented an accountable HIM/ Health Information Integrity (HII) governance structure to facilitate collaboration across three hospitals which had previously operated in silos.

- Partnered with IT to ensure successful Epic EHR implementations at two of the facilities (the third facility is scheduled to go live in May 2016).

- Implemented performance metrics throughout the HII areas related to productivity, staffing and budgeting. Standard KPIs were also rolled out across the department to track operational effeciency.

- Ensured best practice standardization was implemented and adhered to within HIM/HII services, including implementation of standardized processes; centralization of oversight for Release of Information, Patient Identity, and Document Scanning, as well as documentation and implementation of best practice policies and procedures for all HII service areas.

The Outcome

Anthelio's comprehensive HIM optimization plan provided the complex university health system with a detailed roadmap to improve all HIM operations, coding and transcription services. It delivered outstanding results, including significant cost savings and enterprise-wide efficiencies and collaboration enabled by the implementation of best practices throughout the system.

Major Cost Savings Were Realized

- **Anthelio enabled the university health system to identify savings of $1.6M for FY14 and an additional $3.2M for FY15.** Cost savings opportunities implemented as part of Anthelio's sustainable solutions included transition to full transcription outsourcing, contract renegotiation with record storage and retrieval vendors, resource restructuring and reduction in other costs.

- These cost savings were identified, recommended and implemented under Anthelio's guidance based on a thorough review of budgets for all three hospital sites..

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Optimization of HIM Services Empowered Efficiency and Collaboration

- Anthelio built operational efficiency throughout the university health system utilizing standardization and implementation of industry best practices. The company also assisted in preparing all HII departments for ICD-10 and the Epic EHR launch. A collaborative model was developed between Anthelio and the university health system promoting effective teamwork, communication and measurable results.

- Long-term sustainability was ensured through ongoing best practices, educational programs, and Anthelio's unique and exclusive healthcare operational expertise in HIM operations management.

About Anthelio

Anthelio® is a driving force in the healthcare industry and is the largest independent provider of healthcare technology solutions to hospitals, physician practice groups and other healthcare providers. By provisioning hospitals in over 450 counties across the US with innovative solutions in the areas of IT, EHR, HIM, Patient Engagement, Enterprise Interoperability (EI) and Healthcare Analytics & Informatics (HAI) services, Anthelio impacts quality care to over six million patients. Powered by cutting-edge technologies and thousands of healthcare professionals with extensive clinical and operational experience, Anthelio drives high value for over 20,000 physicians and nurses in hundreds of healthcare organizations supporting their annual revenue of over $12 billion. Anthelio is headquartered in Dallas, Texas. Visit www.antheliohealth.com for more information.

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