

Case Study

CDI at POH Regional Medical Centre

\$1.8M cash improvement in 10 months



“The Anthelio Revenue Integrity program has already started paying for itself after only a few short months.”

CEO
POH Regional Medical Center

POH Regional Medical Center (POH) is a 328-bed not-for-profit, acute care hospital in Pontiac, Michigan whose principles are guided by Osteopathic Medicine and the values of integrity, excellence, diversity & intelligence.

It performed nearly at the level of nationally ranked U.S. News Best Hospitals in 1 adult specialty, as shown below. POH Regional Medical Center has 288 beds. The hospital had 5,979 admissions in the latest year for which data is available. It performed 1,759 annual inpatient and 7,484 outpatient surgeries. Its emergency room had 53,930 visits. It is accredited by the American Osteopathic Association.

POH is a subsidiary of McLaren Health Care Corporation - one of the top 25 integrated health care systems in the U.S. whose reach embraces 29 counties with 2,052 licensed beds and eight regional hospitals.

The Problem

- **Reimbursement:** Are dollars being “left on the table” if the clinical documentation, coding and reimbursement are not fully representative of:
 - Patient's True Severity of Illness
 - Resource Utilization

- **Quality Rating:** Are POH and its physicians getting a quality rating congruent with the difficulty of its individual cases?
 - Appropriate DRG Assignment Impacting CMI
- **Recovery Audits:** Does POH have an adequate prevention strategy for recovery audits along with an experienced denials management staff for appeals?

The Anthelio Solution

Anthelio presented a 3-step Revenue Integrity program centered on maximizing and protecting POH revenue:

- **Quick Assessment (free):** Match hospital revenue from specific DRGs against industry performance metrics and present the findings.
- **Full Assessment:** Validate the findings of the quick assessment through detailed chart review and audit.
- **Solution Development:** Design and present a Revenue Integrity solution centered on POH-specific findings for documentation, coding and reimbursement.



It should be noted that because Anthelio runs all IT and HIM operations at POH (as with all McLaren facilities), some of the components (coding and auditing) were already in place and easily integrated into the new Revenue Integrity solution.

Clinical Documentation Improvement: The POH proposed solution started with formal training and education to clinicians and coders for a higher level of DRG methodology to capture the more appropriate severity.

Denial Management: Including denial identification and coding to improve tracking and monitoring, denial evaluation and appeals potential, preparation and submission of coding appeals to payers, identifying root causes for denials, establishing performance improvement activities to correct, reporting revenue resulting from overturned denials, and assisting with integrating denial knowledge into payer contracting.

Data Management: Manage all outputs, track and report results and trends to executive leadership.

Scope: The POH Revenue Integrity solution would initially focus on Medicare Medical DRGs and expansion into other payers, as mutually agreed upon based on program success.

The Outcome

Clinical documentation specialists were put in place, and Clinical Practice and actual review on the patient care units started on day three of the first week of education. Auditors prepared to start reviewing coded Medicare Medical DRGs before billing.

Measurable benefits were realized by week four of just the clinical documentation component of the Anthelio program. After eight weeks, CMI improved by 9.2%.

The Full Assessment stage that had conservatively projected a \$750,000 increased reimbursement resulting from a higher specificity in the documented cases was actually exceeded by \$217,289 in only two months.

Results at a Glance

- CMI improved by 9.2% and effects on reimbursement exceeded by \$217,289 in only eight weeks
- Single point of contact for business needs, escalation and accountability
- Collaborative model promoting effective teamwork, communication and measurable results
- Long-term sustainability through ongoing best practices, educational programs, and Anthelio's unique and exclusive healthcare operational expertise in addition to better preparation for ICD-10
- The CDI program increased revenues by over \$79,000 in the first month of implementation to over \$240,000 during the last month for a total cash improvement of \$1,865,879 over a ten month period

About Anthelio

Anthelio is the largest independent provider of information technology and business process services to hospitals, physician practice groups and other healthcare providers. Anthelio is the only healthcare services company that has “end-to-end” services expertise, including admission/registration, IT, medical records, EMR implementations, clinical transformation, coding, ICD-10, transcription and revenue cycle services. Using its extensive healthcare provider clinical and operational expertise, technology and business process re-engineering, Anthelio helps healthcare providers bend their ever-escalating cost curve and improve their delivery of patient care, quality and operational efficiency. Anthelio is headquartered in Dallas, Texas, and has over 1,700 employees.

Contact Us

contact@antheliohealth.com

Anthelio Healthcare Solutions Inc.

One Lincoln Center — Suite 200, 5400 LBJ Freeway, Dallas, Texas 75240 T: 214.257.7000.

www.antheliohealth.com