

# Case Study

Anthelio's CodeGenie empowers UW Medicine to consolidate data and enhance documentation outcomes across an intricate network of multiple settings



## Customer Profile

### A Complex Environment for Documentation

UW Medicine health system is a sprawling network of healthcare providers and researchers comprised of four hospitals - Harborview Medical Center, Northwest Hospital & Medical Center (NWH), Valley Medical Center (VMC) and University of Washington Medical Center. It also includes a network of nine UW Neighborhood Clinics that provide primary and secondary care, and the UW Physicians practice group with more than 1,800 physicians, as well as individual physician practices and clinic networks from NWH and VMC and the UW School of Medicine.

The UW hospital system has approximately 65,000 admissions and 1.6 million outpatient and emergency room visits each year. UW Medicine provides patients access to cutting-edge medical discoveries and treatments and plays a key role in developing many of these promising new therapies through their own scientific research. They also teach the next generation of medical professionals, and they have been named one of the top-ranked primary care medical schools in the country since 1994. In addition, their teaching programs were listed among the best in the country in the 2013 rankings by U.S. News & World Report.

*"Using Code Genie work queues, our coding supervisors review the feedback going to practitioners and evaluate how well coders are communicating the ICD-10 specificity requirements, thereby ensuring that practitioners find value in their feedback report cards.*

*Physicians have commented how much they appreciate the information provided to them - both on their positive specificity trends and on opportunities for documentation improvement. They have not only gone back to review their own notes, but in order to support their colleagues they have openly shared their feedback in department meetings.*

*Our hope is that through continued transparency and collaboration we are able to demonstrate continued improvement in ICD-10-ready documentation."*

**Sarah Lucas**  
ICD-10 Program Director  
UW Medicine



As a leader in the healthcare field, UW Medicine was an early adopter of ICD-10, and their ICD-10 program is well recognized in the industry. Their complex business environment, comprised of four different hospitals and other entities with different EMRs, coding systems and local leadership presents specific challenges. Clinical documentation improvement has long been a focus at each UW Medicine site, but there was not yet a common method for tracking performance across all entities. Leadership recognized that an integrated approach would be critical to clearly identify issues and educate practitioners around the new specificity required for ICD-10.

Early in the ICD-10 process, they conducted an in-depth assessment of both the clinical coding staff and clinical documentation in an effort to identify operational areas that needed improvement going forward. The evaluation provided valuable insight and helped UW Medicine clearly define objectives that needed to be met to ensure a higher level of clinical documentation performance for the successful implementation of ICD-10.

### **The Primary CDI Goals**

- Identify ICD-10 related specificity gaps in clinical documentation and provide targeted education relevant to clinical practice patterns.
- Trend performance and provide feedback to all practitioners across the various locations regarding the specificity of their clinical documentation
- Enable collaboration among coders, clinical documentation specialists, compliance auditors and practitioners across multiple sites
- Provide detailed reports and user-friendly dashboards to leadership for better oversight and to closely monitor progress towards ICD-10 readiness
- Ensure ICD-10 readiness for a compliant and stable transition

## **The Anthelio Solution**

### **CodeGenie: The simple solution to drive enhanced documentation outcomes in complex clinical environments**

An innovative approach was required to address UW Medicine's challenging multifaceted enterprise-wide documentation needs. The Anthelio solution was CodeGenie, a powerful one of a kind analytics tool that goes far beyond simply harnessing physician documentation, providing extensive insights into critical operations such as coding, billing and documentation improvement.

This unique one of a kind tool offers:

- Data consolidation from multiple sites
- Real-time collaboration between multiple reviewers and physicians, providing a framework for delivering direct feedback to practitioners
- Trend performance tracking for documentation specificity by provider from all of their practice locations
- Specificity choices for accurate code selection
- Tracking capabilities to check competency of coders, clinical documentation specialists and compliance auditors
- Easy to use specialty specific dashboards to assess, educate, track and trend providers on the required documentation specificity

### **Careful Preparation Provides a Seamless Implementation**

CodeGenie is a web-based tool designed for rapid, easy implementation, even in complex multi-layered environments such as UW Medicine. UW Medicine worked closely with the Anthelio team to prepare for the transition to CodeGenie. The new system was implemented across all facilities at one time, as UW Medicine wanted to standardize the workflow of ICD-10 documentation feedback enterprise-wide at the same time. The coding supervisors at each site were first trained to be the Super User group. These Super Users were then accountable for training the coders at each site. The rollout took two days and the transition was virtually seamless. A command center was set up for two weeks after the go live date to help with any issues faced by end-users, and a series of conference calls were held to answer any in-depth questions.

# Outcome



CodeGenie was an effective, cost-efficient, easy to implement solution for UW Medicine, addressing and meeting their ICD-10 related needs to:

- Collect and consolidate large quantities of data from their multiple entities, empowering them to use the data for critical decision making
- Trend data across various provider practice locations and specialties with benchmarking across entities
- Support ongoing collaboration among coders, clinical documentation specialists, compliance auditors and practitioners across multiple sites
- Ensure ICD-10 readiness for a compliant and stable transition
- Pinpoint targeted education needs relevant to clinical practice patterns.
- Provide leadership with a user friendly tool to improve documentation outcomes

## **Enterprise-Wide Data Consolidation for Improved Decision Making**

The CodeGenie application took the place of spreadsheets and eliminated the need for manual consolidation of data across multiple locations and coding teams. The dashboards and reports generated by CodeGenie provided a quick and visual means of viewing the collated data from all locations. It enabled UW Medicine to identify documentation patterns across practice locations for providers who worked in different settings, through a consolidated visual of a physician's documentation history.

## **Detailed Trend Analysis to Develop a Roadmap for ICD-10 Success**

Another significant outcome was the ability to clearly identify specific areas for ICD-10 documentation improvement. With CodeGenie, UW Medicine was able to view trends by physician, by specialty or by hospital to see where their documentation was precise enough for ICD-10, as well as identify areas where improvement was needed. It created a more focused viewpoint by giving them a tool to understand what was causing the lack of specificity in a certain area, as well as helping them determine how they could correct it. That allowed them to more accurately tailor their education program to address the real issues providers were experiencing, as opposed to offering a broad spectrum education approach. They were able to tell providers specifically what they were doing well, and where they needed to improve. This approach was well received by physicians.

## **Real Time Data Delivery for Instant Review, Improved Feedback and Quicker Remediation**

Since CodeGenie can track feedback from coders to physicians in real time, it empowered UW Medicine to improve their feedback communications. It provided easy access to records of every query a coder or CDI specialist asked before it went to the provider, enabling supervisors to review the information to determine if the appropriate query had been launched and whether questions were in a language that was familiar to clinicians as compared to coder terminology. This allowed management to provide better education to coders which enhanced their relationships with physicians by improving the quality of the feedback.

## **Improved Tools for EHR Optimization**

Another positive outcome for UW Medicine was the ability to analyze trends and use the data to evaluate opportunities to enhance templates for documentation tools in their various clinics' EMRs. Instead of updating every single note type in the EMR, CodeGenie allowed them to focus specifically on areas where physicians were having challenges and then identify what could be done to support more accurate and appropriate documentation.



# The Impact, By the Numbers

Within six months of the CodeGenie implementation at UW Medicine:

- 251 users were accessing the system
- 1,758 physicians received feedback
- 15,226 specific feedbacks were provide
- 694 unspecific feedbacks were provided
- 17 clarifications were cleared

## Conclusion:

CodeGenie provided UW Medicine with a powerful, feature-rich tool that was cost-efficient, easy to implement, driving enhanced ICD-10 documentation outcomes and empowering them with business intelligence analytics for better decision making.

## 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](http://www.antheliohealth.com) for more information.

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