





-  **4%**
all payer CMI
-  **55+%**
inpatient and diagnostic coding productivity
-  **46%**
CC/MCC capture rate
-  **99%**
physician query response rate

Middle Star Health Care* transforms the scope of CDI and coding

Middle Star Health Care realized it needed to improve its coding efficiency and began searching for a technology to help address that need. At the same time, it was limited by a manual clinical documentation improvement (CDI) process. “We had good people, but because we had to do everything manually, we had to pick and choose which cases we reviewed, and focused mainly on CC/MCC capture,” says the inpatient coding and CDI manager. “Nor did we have any solid reporting to track query trends or areas of improvement.” And, perhaps worst of all, it “didn’t have much collaboration between departments,” which further limited the value coding and CDI could provide.



Not just efficiency, but greater program scope

Middle Star used the shared Optum® Enterprise Computer-Assisted Coding (CAC) and Optum® CDI 3D platform to improve its coding efficiency. “The automated workflows improved productivity for diagnostic coding by 57%, inpatient coding by 55%, and ED and clinical coding by 17%,” the director of coding and clinical documentation says, adding, “Outpatient productivity exceeds our targets, so we may be adjusting some of them upwards now. That can be attributed to the Optum technology.”

Middle Star collaborated with Optum performance analysts to get the most out of Enterprise CAC and CDI 3D. “Our Optum partners identified several process improvements and worked with us to develop new, more efficient workflows that took advantage of the technology’s capabilities,” states the inpatient coding and CDI manager. “Optum is a good partner who brings a high level of collaboration and respect,” adds the director of coding and clinical documentation.

The combination of new workflows and the Optum NLP technology allowed Middle Star to expand CDI reviews to 100% of cases at

*The name Middle Star Health Care is a pseudonym.

ABOUT MIDDLE STAR HEALTH CARE

- 850-bed, four-hospital health system
- Serves a large Midwestern metropolitan area
- Operates, 20+ health clinics and a nursing/allied health college



“Our physician response rate is consistently at 99%.”

– Inpatient coding and CDI manager

Middle Star transforms the scope of CDI and coding

three of its facilities. “Our CDI team was pretty skilled, but Optum really helped us prioritize the cases,” explains inpatient coding and CDI manager. Because the Optum NLP reviews cases every time a new document is added, it has saved the team significant time. “CMI increased 4% from reviewing all our encounters, and we could expand the scope of those reviews, too. We monitor not only CC/MCC capture rate but also query rates, physician response and agreement rates, and quality scores like patient safety indicators, severity of illness, risk of mortality, and HCC factor score. We never had the time or tools to do that before,” adds the inpatient coding and CDI manager.

The greater reporting drawn from the shared platform also affects internal reporting. “Before, we could only report financial data, and physicians assumed we were just making money for the hospital. Now, we can report on how we review for quality and capture the complexity of the patient. Physicians really appreciate that level of detail.” This transparency has helped engage physicians. “Our physician response rate is consistently at 99%,” says the inpatient coding and CDI manager.

Stronger collaboration from a shared platform

Some of these results come from increased interdepartmental collaboration enabled by the shared Enterprise CAC and CDI 3D platform. “CDI can see individual codes, HCCs, CCs and MCCs. That visibility has allowed us to expand our program,” explains the inpatient coding and CDI manager. “And coders can see the CDI team’s work, also.” The manager encourages the CDI team to utilize the shared comments section to give coders context.

“Those comments allow my coders to understand the CDI team’s thought processes when working cases, which not only cuts out unnecessary back-and-forth, but elevates coding effectiveness.”

But this improved collaboration isn’t limited to coding and CDI. “We were communicating manually with the quality team,” explains the inpatient coding and CDI manager. “Their auditing process is much easier now. They can see why our team chose a particular code and see all the documentation and query work CDI did to support it.”

Improved collaboration

Some examples of how Middle Star uses the shared Optum Enterprise CAC and CDI 3D platform to enable better communication are:



Coding can see CDI comments about MCC and diagnosis validation



CDI can send coders alerts about follow-ups and next steps



During audits, quality team can easily access PSI, HAC and second-level review notes



CDI can flag cases for re-review before final coding

On-Site Physician Advisor

Middle Star also leverages an Optum® On-Site Physician Advisor and has achieved powerful results:

- ✓ 62% peer-to-peer overturn rate
- ✓ 34% increase in physician response rate to physician advisors

“Optum isn’t just a vendor; they really partner with us to identify opportunities to improve operations that we wouldn’t have identified otherwise. We’re far more successful because of their partnership.”

– Director, Coding and Clinical Documentation, Middle Star Health Care

Learn how the Optum Enterprise CAC and CDI 3D platform can increase your coding and CDI operations:

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