



3M™ Case Management Workflow Engineering Service

- Identifies processes that negatively impact case management functions
- Helps improve compliance with Recovery Audit Contractors (RACs) and other audits
- Helps achieve industry best practices for operational performance in case management
- Helps prevent and reduce denials related to site-of-service issues, avoidable inpatient days, and readmissions

Driving positive change

Can your organization identify the improvements that could result in increased benefits and improved compliance?

Do you know your organization's current compliance risk and financial loss from medical necessity issues?

How does your organization assign discharge disposition? What effect does an inappropriate assignment have on your facility?

Does your organization have clear, measurable objectives and a detailed plan for improving case management functions?

Achieve industry best practices

Case managers experience numerous challenges as they shepherd cases through their hospital system while juggling information management, patient safety, length of stay, discharge planning, quality of care, and compliance—all with an eye on costs. Many case management departments are examining their workflow, allocating tasks among team members, and seeking new and innovative approaches to case management processes.

Finding a model that works best for your organization can provide a context for goal-setting and decision-making. No single approach works for all organizations; instead, case management departments should tailor their approach based on the overall business strategy of their organization and resource availability.

Begin with experience: 3M Consulting Services

Armed with extensive healthcare and clinical backgrounds, the experts from 3M Consulting Services have a proven track record in providing quality and sustainable process improvement programs to hundreds of hospitals nationwide. Through process mapping, verified with job shadowing and chart review, 3M Consulting Services has developed the 3M Case Management Workflow Engineering Service, a program that analyzes your current processes and recommends improvements for streamlining and optimizing the work of your case management department.

Process mapping is a focused improvement strategy ideally suited to case management. Due to its complexity and the interactions between various departments, case management is often filled with redundant processes and gaps in data flow. Processes power your business, and process mapping can help identify productivity opportunities, root causes of problems, best practices, workflow consistencies/inconsistencies, and accountability.



Apply case management expertise

The experts from 3M Consulting Services who are assigned to the 3M Case Management Workflow Engineering Service have extensive backgrounds in case management as well as process mapping development and facilitation skills. To begin, 3M Consulting Services asks your organization to identify your “subject matter experts” (SMEs) in these areas:

- Case management personnel in these functional areas:
 - Inpatient
 - Outpatient
 - Emergency department
 - Utilization review
 - Disease management
 - Discharge planning
- Patient financial services
- Insurance verification
- Patient access/Bed management (registration and bed assignment)
- Clinical documentation improvement
- Medical records

It is critical that your organization’s SMEs be available for interviews during the onsite process mapping and for any potential one-on-one clarification meetings.

The 3M Case Management Workflow Engineering Service includes an onsite visit (for one or two weeks, depending on your organization’s size). Key deliverables include an “is map” (an accurate representation of current processes in your organization), a “should map” (process change recommendations designed to remove deficiencies), and a prioritized list of recommendations with return on investment (ROI) or reduction in risk calculated for each recommendation.

Program benefits

- Identify productivity opportunities in your workflow processes
- Develop best practices and interdepartmental collaboration
- Educate staff on root causes of problems
- Create workflow enhancement and consistency
- Facilitate action-item ownership and accountability
- Develop a plan for monitoring and delivering sustainable improvement
- Integrate case management functions more effectively into daily cross-departmental workflow
- Address case management challenges such as inappropriate status, short stays, discharge disposition, readmissions, denials, and length of stay

Information gathering

To effectively define the existing case management processes within your organization, 3M experts work with your organization to:

- Identify your objectives regarding the improvement of case management
- Review any initiatives previously taken to accomplish these objectives
- Identify the successes from these initiatives

After the is map has been developed, further information is gathered during the verification phase by job shadowing case managers and performing chart reviews.

Follow the road map to success

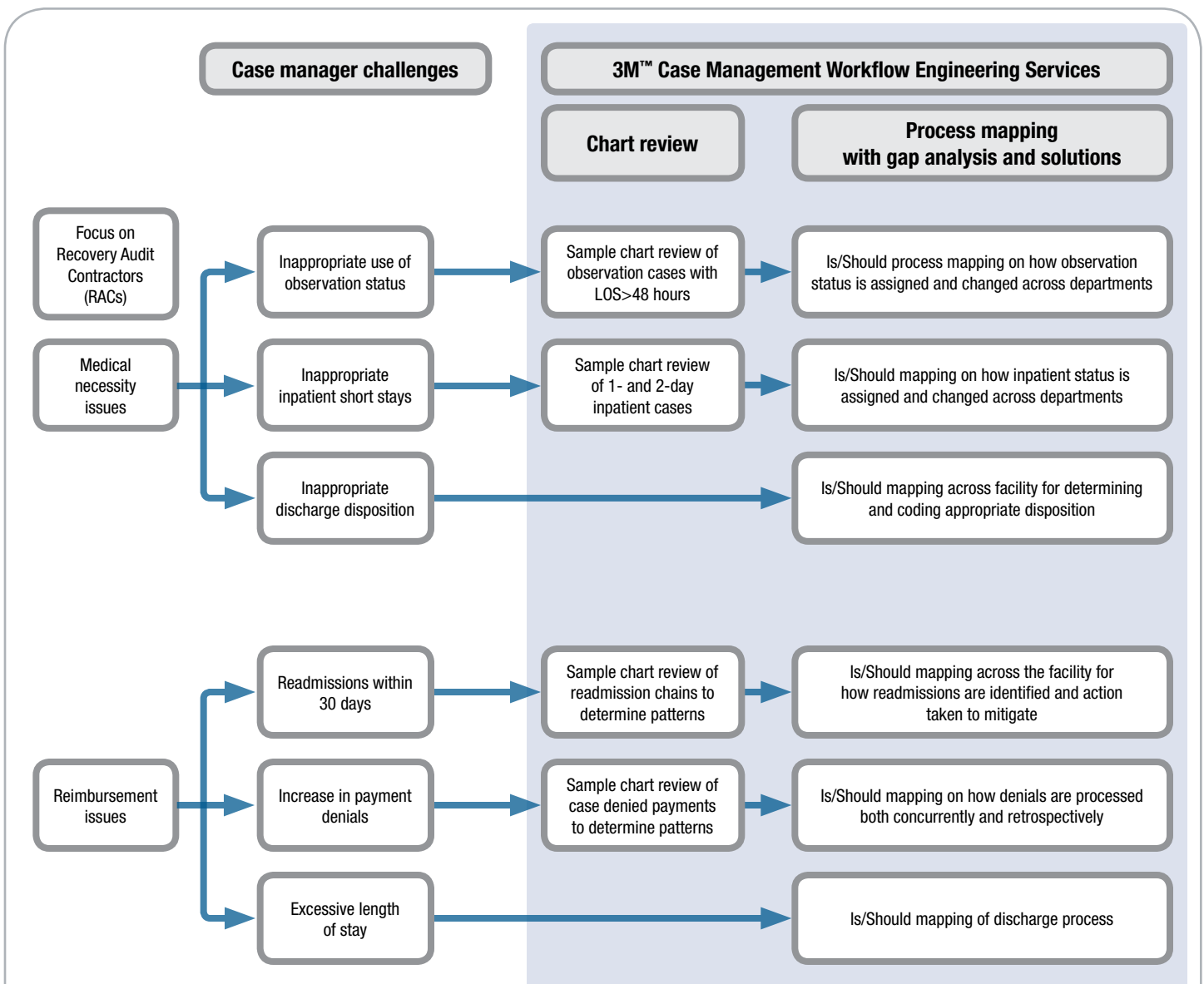
Process mapping can be the key to understanding and optimizing your case management department. Mapping makes it easier for healthcare organizations to identify and visualize the interdependence between the various functional steps in case management functions. It can also reveal the root causes of problems and help prioritize process improvement actions.

With its powerful combination of process improvement and focused chart reviews, the 3M Case Management Workflow Engineering Service can assist with preparations for and response to the Recovery Audit Contractors (RACs) and other auditing initiatives.

Finally, this service offers a fresh approach to improving case management software usage and functionality. It can compliment the current software available in the department, or help pave the way for designing or installing new software. The program can help increase department productivity and shorten the time needed to recognize a return on investment if you are purchasing new software.

Call today

For more information on how our solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



Most challenges facing case managers are either medical necessity or reimbursement issues. By process mapping the current state with an is map, validating the findings with chart reviews, and job shadowing, 3M Consulting Services can build a should map to help your organization function more effectively.

3M Consulting Services

Any technology solution requires more than expert software, especially in an industry as complex as health care. When you need help, you can rely on the 3M Consulting Services team of healthcare industry experts, an experienced group that includes former hospital executives, HIM specialists in coding, billing, and reimbursement, registered nurses, operations experts, ancillary department managers, physician practice managers, physicians, and certified public accountants.

Our consultants provide services across healthcare disciplines, including:

- Coding
- Clinical documentation improvement
- Pricing and benchmarking
- Billing reviews
- Compliance plan development
- Physician services
- Outpatient-focused programs
- Chargemaster reviews
- Process and workflow improvement
- Clinical resource management

Custom consulting services are also available to help you address site-specific challenges.



Health Information Systems

575 West Murray Boulevard
Salt Lake City, UT 84123
U.S.A.
800 367 2447
www.3Mhis.com

3M is a trademark of 3M Company.

Please recycle. Printed in U.S.A.
© 3M 2008. All rights reserved.
Published 11/08
70-2009-9019-3