



3M Health Information Systems

# Real results with ICD-10

**A snapshot of 3M™ 360 Encompass™  
System clients before and after ICD-10.**

**“We really beat the mindset  
that ICD-10 was too hard  
and too complicated.”**

**Jannifer Owens,**  
senior health information management  
systems coding director, Banner Health

# Banner Health System



**Location:** Based in Phoenix, Arizona, with 29 acute-care hospitals across seven western states.

**Type:** Integrated, multi-specialty, non-profit

**Coding staff:** 250 acute care coders

**Live on the 3M™ 360 Encompass™ System since May 2013**

## Getting ready

“It’s the brand of 3M” that attracted Banner to the 3M™ 360 Encompass™ System, says Jannifer Owens, Banner’s senior health information management systems coding director. Banner already had 3M’s coding system—which Owens calls the “Cadillac of encoders”—and that system had performed well for the coders and leadership team.

Performing dual inpatient coding in 3M 360 Encompass since October 2014, followed by outpatient a few months later, the Banner team had a firm grip on ICD-10. Daily command center and department-specific meetings in the days and weeks before Oct. 1, 2015, helped Owens and her team feel ready.

“While dual coding, we worked on what our standards should be, and by Oct. 1, the coders were chomping at the bit, ready to go,” Owens says. “We really beat the mindset that ICD-10 was too hard and too complicated.”



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## And after?

With all the hype and tension leading up to ICD-10, the Banner team was surprised and pleased with the smooth inpatient transition, though the outpatient engine needed more refinement.

“Everything was working the way it was supposed to,” Owens says, including:

### Recurring accounts.

Banner had about 11,000 recurring accounts that would drop Sept. 30. The team had them done in four days.

**11,000** recurring accounts  
completed in **4 days**

### Inpatient coding productivity.

Banner expected a 30 percent productivity decline. After a little more than a month in ICD-10, a report within 3M™ 360 Encompass™ showed Banner at only a 15 percent decline in productivity, when comparing minutes spent per chart.

*Initial expectation:* **30%**  
productivity decline, 15 percent offset by 3M

*Actual performance:* **15%**  
productivity decline, 30+ days after transition



# Blessing Hospital



**Location:** Quincy, Illinois

**Type:** Community hospital, multi-specialty

**Coding staff:** 14 acute care coders

**Live on the 3M™ 360 Encompass™ System since  
May 2014**

## Getting ready

In late 2013 and early 2014, Blessing Health System saw ICD-10 on the horizon and knew its coding operations needed to grow with the times.

“We were looking for ways to fortify our coding without additional staff,” says Laura Triplett, Blessing’s director of health information management. “We needed a way to improve our production so that once ICD-10 began, we wouldn’t have to add staff to do the work.”

With 3M 360 Encompass, Blessing added zero coders to the team. The system processes all of the organization’s inpatient, observation, emergency, one-day surgery and outpatient client services. Prior to ICD-10, Blessing saw its coding productivity jump and its DNFB drop below three days. Blessing’s precision and recall repeatedly proved above average and helped set the benchmark for other organizations.



**“We wanted to take the coding experience to the next level.”**

Laura Triplett,  
director of health information  
management, Blessing Hospital

## And after?

How did Blessing fair against the expected decline? Blessing experienced only a 1.4 percent jump in minutes spent per chart.

*Industry estimate:*

**30%**  
productivity decline

*Actual performance:*

**1.4%**  
productivity decline,  
30+ days after  
transition

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“ICD-10 really hasn’t been a big deal for us,” Triplett says. “We still are not even seeing ICD-10 denials. It’s like Y2K all over again. Not that it hasn’t been a huge change, but we were really prepared for it.”

“Blessing couldn’t have achieved what it did without 3M 360 Encompass,” Triplett says. “Dual coding for more than three months readied the staff and eased the transition, and was reflected by the minuscule 1.4 increase in minutes per chart. Blessing officially stopped dual coding Nov. 1.”

“Our backlogs would have been greater and the staff wouldn’t have adjusted as well. We would have been a lot more behind with our DNFB. Seeing the auto-suggested codes and the comparisons were a huge asset.”

# Real ICD-10 results: 3M™ 360 Encompass™

A recent survey\* reported that 140 health information management professionals estimated ICD-10 could lower their inpatient coder productivity by 30 to 45 percent.

Our clients had a different experience.

A review of 995 facilities using 3M 360 Encompass shows they only experienced, on average, a 20 percent decrease in inpatient productivity.

Learn more about why our clients selected the 3M 360 Encompass System for computer-assisted coding and clinical documentation improvement to assist them with the ICD-10 transition.

Call 800-367-2447 or visit us [www.3m.com/his](http://www.3m.com/his)

*ICD-10 could lower coder inpatient coding productivity by*

**30-45%**

*3M 360 Encompass clients only showed a decrease in productivity of*

**20%**

\*ADVANCE for Health Information Professions, "The Landscape of Health Information Management," currently posted at [http://info.himaginesolutions.com/hubfs/Content/2015\\_HIM\\_Benchmark\\_Report.pdf](http://info.himaginesolutions.com/hubfs/Content/2015_HIM_Benchmark_Report.pdf)



For more information on how 3M software and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **[www.3m.com/his](http://www.3m.com/his)**.



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