Case study:

University of California (UC)
San Diego Health
San Diego, California
3M Health Information Systems products used by UC San Diego Health

- 3M™ 360 Encompass™ System
- 3M™ 360 Encompass™ Professional System
- 3M™ Audit Expert Software

Snapshot of UC San Diego

As the only academic hospital in San Diego, UC San Diego Health is recognized as one of the premier healthcare systems in the United States. With multiple locations across California, including the state-of-the-art Jacobs Medical Center, UC San Diego Health has more than 800 beds throughout various inpatient facilities and more than 25 outpatient facilities. U.S. News & World Report ranks UC San Diego Health as one of the leading hospitals in the country.

The health information management (HIM) staff at UC San Diego Health started leveraging the 3M 360 Encompass System in 2015 to better equip the organization for its transition to ICD-10. Coders quickly gained confidence in the solution, and as the need for greater transparency and collaboration between facility and professional coding teams emerged, the organization added 3M 360 Encompass Professional to its toolkit.

The silo challenge

UC San Diego Health wanted to generate clean claims, improve coding quality and lower professional fee pre-AR days. However, to do so, Cassi Birnbaum, UC San Diego Health’s system-wide director of health information management and revenue integrity, knew she had to address the disconnect between facility and professional services coders.

“We needed something that would help us break down the silos, break down the walls, break down the barriers—see what we can do to really leverage the great technology that we have on the facility side,” says Birnbaum. “In some cases, we’d be blindly coding out of a charge review work queue without any of the tools or integration, and then having everything drop to a series of edits to fire at the coder.”

96% clean claim rate
70%+ increase in productivity (radiology)
35% increase in productivity (procedural areas)
Less than 0.2% denial rate
95% accuracy rate
12% increase in HCC capture
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3M’s single workflow approach

Due to issues such as limited visibility into professional services productivity and increasing coding rework, Birnbaum was eager to reboot UC San Diego Health’s professional coding efforts and move toward the transparent coding environment of 3M™ 360 Encompass™ Professional. 3M’s workflow allows outpatient and professional services coders to work on the same record simultaneously. By creating a unified workflow, 3M 360 Encompass Professional offers increased visibility to professional coding teams and reduces the steps necessary to complete an accurate claim.

Structured to succeed

With unified coding teams, UC San Diego Health can take new steps to streamline efficiency, including consolidating both teams under one leadership structure to bridge the organizational hierarchy gap.

Average records coded per hour

<table>
<thead>
<tr>
<th>Week</th>
<th>Professional coding team average</th>
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<tbody>
<tr>
<td>1</td>
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<tr>
<td>2</td>
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<tr>
<td>8</td>
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</tr>
<tr>
<td>9</td>
<td>14.25</td>
</tr>
</tbody>
</table>

“3M at UC San Diego is the answer that we need to get to a healthy revenue cycle.”

Lisa Doreen, associate director, technical and professional coding, UC San Diego Health

Call today

For or 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.