

Navigating the changing coder landscape, Part 2:

How three organizations are managing staffing challenges and coding overload with 3M outsourced coding services

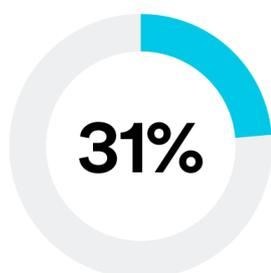
The current state of medical coding

The Bureau of Labor Statistics estimates medical coding jobs

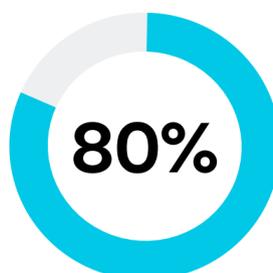
will increase
13%
from 2016–2026¹

with an additional
+ 27,800
new medical coding jobs
expected by 2026¹

Demand for coders + lack of qualified candidates =



of healthcare leaders
have staffing challenges²



of hospital leaders are considering
revenue cycle management outsourcing³

By outsourcing their medical coding with 3M, these three organizations have successfully navigated the changing coder landscape.

Hospital #1 | **Southwestern U.S.**
Academic, multi-hospital, integrated delivery network

Annual admissions: **200,000+** | Beds: **5,000+**



Difficulty recruiting, training and retaining. High employee turnover. Scheduling conflicts. These internal issues resulted in low staff productivity, inability to handle coding volume and an opportunity to improve coding quality.

To handle the volume of coding support needed, this organization successfully deployed outsourced facility, professional and specialty coders, as well as experienced auditors from 3M.

“Even when you educate from within and grow your own coders, that doesn’t mean you can keep them.”

— Hospital coding director

What benefits has the organization seen?



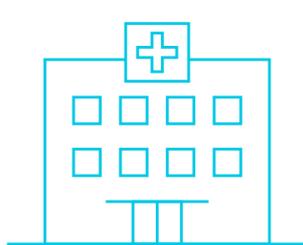
Quality and turnaround time expectations were achieved



Access to a wider range of skilled professionals than was available locally



Quick adoption of new coding technology



Hospital #2 | **Southwestern U.S.**
Specialty hospital with multiple facilities

Annual admissions: **13,000+** | Beds: **400+**

Changing Medicaid payment models, the ICD-10 transition and seasonal fluctuations were straining processes, causing backlog and threatening this hospital’s productivity. The hospital needed additional coding support.

However, recent state regulations prohibited overseas outsourcing. The organization either had to recruit an internal coding team or find a domestic outsourcing vendor. Two dedicated coders from 3M were assigned to code outpatient surgeries. Supplemental coding support from 3M allowed the hospital to get back on track without having to recruit, hire and then terminate temporary personnel.

What improvements has the hospital seen?



Consistency in coding quality



Improved turnaround time



Reduced backlog

Hospital #3 | **Southern U.S.**
Multi-hospital organization comprised of general medical and surgical hospitals

Annual admissions: **150,000+** | Beds: **4,000+**



Challenges with unbilled revenue and coding quality sparked the need for an improved coding quality program. This organization recruited a new coding director through 3M’s outsourced coding services to help.

The new 3M coding director transformed operations by:



Identifying needed educators, auditors and additional coders



Implementing a more robust quality and education program for existing coding staff



Standardizing work processes to lower DNFB days

As the relationship between 3M and this organization grows, the current coding staff continues to undergo performance improvement education. 3M continues to supply outsourced staffing to help the organization reach the goal of elevating its current operations.



What’s next?
For more information, call 800-367-2447 or visit us online at www.3m.com/his.

¹Bureau of Labor Statistics, U.S. Department of Labor. “Medical Records and Health Information Technicians,” *Occupational Outlook Handbook*, April 12, 2019. Accessed April 29, 2019. <https://www.bls.gov/ooh/healthcare/medical-records-and-health-information-technicians.htm>.

²Leaders For Today. “The Candidates Don’t Exist,” *LFT Survey Results: Talent Acquisition Strategies & Results*, March 2018. Accessed April 29, 2019. http://www.leadersfortoday.com/wp-content/uploads/2018/03/LFT_Survey_Report_Q30118.pdf.

³LaPointe, Jacqueline. “80% of Hospitals Vetting Full Revenue Cycle Management Outsourcing,” *RevCycle Intelligence, Practice Management News*, May 14, 2018. Accessed April 29, 2019. <https://revcycleintelligence.com/news/80-of-hospitals-vetting-full-revenue-cycle-management-outsourcing>.