

3M Health Information Systems

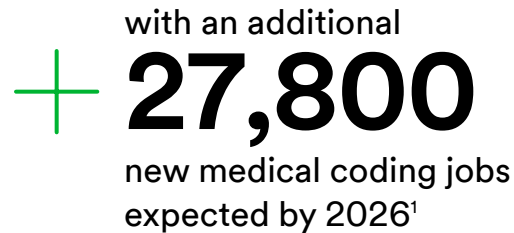
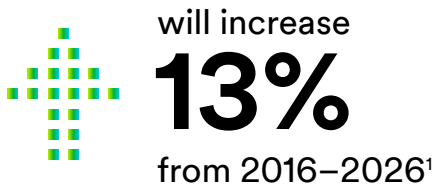
# Navigating the changing coder landscape:

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



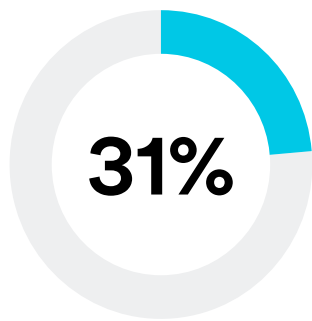
# The current state of medical coding

The Bureau of Labor Statistics estimates medical coding jobs

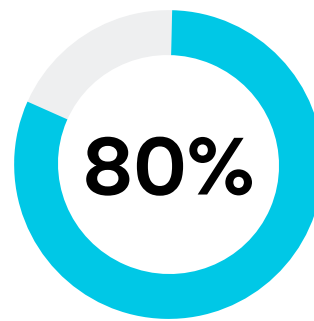


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Demand for coders + lack of qualified candidates =



of healthcare leaders  
have staffing challenges<sup>2</sup>



of hospital leaders are considering  
revenue cycle management outsourcing<sup>3</sup>

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





# Hospital #1

**Location: Southwestern U.S.**

**Type: Academic, multi-hospital, integrated delivery network**

**Annual admissions: 200,000+**

**Beds: 5,000+**

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

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.

The solution? Outsourced coding from 3M.

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.

## What benefits has the organization seen?



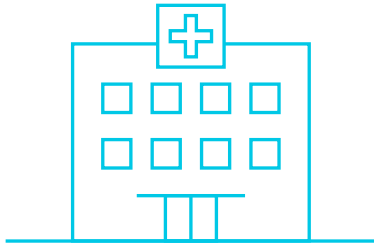
Quality and turnaround time expectations were achieved



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



Quick adoption of new coding technology



## Hospital #2

*Location:* **Southwestern U.S.**

*Type:* **Specialty hospital with multiple facilities**

*Annual admissions:* **13,000+**

*Beds:* **400+**

Changing Medicaid payment models and the ICD-10 transition threatened this hospital's productivity. In addition, seasonal fluctuations (e.g., people visiting the region over the winter) were straining processes and causing backlog. 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

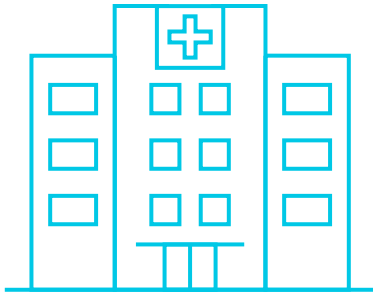


Reduced backlog



Improved turnaround time

3M continues to provide outsourced coding support as needed. The client values 3M for its high engagement, convenience and ICD-10 expertise.



## Hospital #3

*Location:* Southern U.S.

*Type:* 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 on 3M outsourced coding, CDI and auditing services, call 800-367-2447 or visit us online at [www.3m.com/his](http://www.3m.com/his).

## Sources

<sup>1</sup>Bureau 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>.

<sup>2</sup>Leaders 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/>

<sup>3</sup>LaPointe, 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>.



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