

3M™ M*Modal CDI Engage One™ for 3M™ 360 Encompass™ System users

- **Integrates with 3M 360 Encompass to leverage artificial intelligence (AI) and data from both 3M and M*Modal technologies**
- **Delivers real-time clinical insights (“nudges”) to help clinicians document a full, accurate patient story up front—before a note is saved in the EHR**
- **Creates more time to deliver care by enhancing the clinician’s workflow—reducing the volume of retrospective queries and distracting alerts**
- **AI-powered worklist prioritization drives efficiency for coders and clinical documentation improvement (CDI) teams**

The 3M advantage

With M*Modal now part of 3M, workflows for document creation and improvement come together—closing the loop between clinical care and revenue integrity.

The combined impact of 3M M*Modal CDI Engage One and the 3M 360 Encompass System can transform your organization’s revenue cycle with real-time, AI-powered clinical insight and give your clinicians more time to care.

AI-powered CDI drives quality and revenue integrity

The long-term viability of healthcare organizations requires a precise balance of quality and cost. Clinical documentation improvement (CDI) is now—more than ever—a strategic necessity that goes far beyond optimized claims processing. An accurate and complete clinical story supports patient care, quality outcomes, compliance risk management and revenue integrity.

3M M*Modal CDI Engage One is built on a single, cloud-based platform that uses advanced AI and natural language understanding (NLU) technology to embed clinical intelligence into normal physician and CDI workflows. It combs through EHR notes and narrative documents to find missing specificity in documentation as well as opportunities to improve patient care.

For example, is an accidental puncture during surgery clinically significant? Is post-operative respiratory failure recorded correctly? Such proactive nudges from AI can help clinicians identify and fix documentation gaps before sending problems downstream.

Proactive physician engagement improves overall CDI efficiency

Physician engagement is crucial to any successful CDI program. Reducing the administrative burden on physicians—by minimizing disruptive, retrospective queries—also improves productivity for CDI teams. By combining documentation creation and improvement in a single workflow, CDI Engage One helps clinicians clarify documentation up front, as they create it—fixing errors and gaps before they save clinical documentation notes and push errors to CDI teams for retrospective queries.

3M™ M*Modal CDI Engage One™

Providing CDI feedback in context

Using encounter-based clinical reasoning and automation, CDI Engage One identifies common documentation gaps in specificity at the time physicians create notes using speech, templates and/or typing. It helps physicians capture complexity, acuity and severity levels before the note is saved in the EHR. It also informs physicians about outstanding queries to prepare them for the next patient encounter.

This proactive approach drives a complete and accurate patient record from the start—engaging clinicians in context with specific patient narratives as they document cases. It also gives CDI teams a less disruptive way to remind physicians about common documentation gaps and best practices—taking training out of the classroom and into the physician workflow. As physicians gain proficiency, the number and frequency of proactive nudges decreases, along with the need for supplementary education. Again, more time to care.

CDI prioritization and workflow management

CDI Engage One also uses AI technology to support back-end CDI workflows, including comprehensive, clinical evidence-based analysis, worklist prioritization and a clinically-driven review process.

To promote the comprehensive understanding of patient information throughout the entire encounter, CDI Engage One accesses information from unstructured report narratives, aggregates data from clinical systems such as EHRs, and adds contextual understanding.

CDI Engage One applies semantic reasoning and contextual understanding so CDI teams can see what is found in the record and what is not, saving hours of manual review. It automates the query and correction workflow using extensive templates and other tools so CDI specialists can efficiently prompt physicians for clarification when needed.

AI-powered prioritization also accounts for labs, medications and other clinical indicators, including vital signs, symptoms, chronic diseases and social history. This process generates prioritized, continually-updated CDI worklists to streamline fragmented query processes, manage cases and correct CDI discrepancies.

Automated chart review analyzes every word of every encounter document to identify missing specificity in key concepts such as laterality, acuity, severity, episodes of care, and much more.



#1 CDI software

M*Modal CDI technology—now part of 3M—was recognized by KLAS® as a 2019 CDI category leader.



Our combined strength

- 60+ million clinical documents passing through 3M's systems every month
- 250,000+ clinicians using M*Modal speech technology
- 4,000+ hospitals relying on AI-powered solutions from 3M and M*Modal
- 2,000+ facilities sending data through 3M's Clinical Discovery Engine every day
- 200+ EHRs certified for 3M M*Modal conversational AI and computer-assisted physician documentation (CAPD)

3M™ M*Modal CDI Engage One™

Integration with the 3M™ 360 Encompass™ System

The combination of CDI Engage One with 3M 360 Encompass provides unprecedented capacity to transform your organization's revenue cycle and move your CDI program to a value-based approach.

More than 2,000 hospitals and healthcare organizations nationwide use 3M 360 Encompass to integrate computer-assisted coding, clinical documentation improvement, concurrent quality metrics and analytics into a single platform to capture, analyze and advance patient information across the continuum of care.

Now with CDI Engage One, you can fully engage clinicians in this integrated platform. You can also leverage these key features of 3M 360 Encompass:

- The combined capabilities of 3M and M*Modal to process and understand natural language and clinical text
- Advanced prioritization in the CDI workflow with customizable worklists provides continuous, real-time prioritization based on new information and user activity
- Tracking and reporting for early warning quality indicators let you take immediate action to correct documentation and care planning
- Concurrent coding workflow for CDI and coding collaboration help reduce post-discharge queries, improve DNFB and reduce rebills/DRG mismatches

A flexible approach that meets you where you are

CDI Engage One offers a flexible approach for both new and existing CDI programs. To leverage existing systems and investments, you can embed clinical intelligence and automation into current workflows. It meets you where you are and opens the door to ongoing improvements and efficiencies.

CDI Engage One merges the benefits of structured data and dictated documents while automating and standardizing the overall CDI process. Clinicians can get real-time, proactive CDI feedback while they document in more than 200 different EHR systems.

CDI teams and auditors can use the same data to prioritize, automate and streamline their own workflows for significant gains in efficiency and quality. The system is continually updated with the latest documentation tips and best practices as more clinical conditions and use-cases emerge. It enhances the workflow for clinicians and CDI teams.

3M's AI-powered platform can empower multiple stakeholders across the care continuum in both inpatient and ambulatory care settings.

Benefits for clinicians

- Support clinicians with real-time feedback on documentation deficiencies based on a full patient encounter
- Provide in-workflow ICD-10 education for ongoing updates
- Minimize retrospective queries to maximize physician efficiency
- Reduce physician burnout from excessive administrative work

Benefits for CDI teams

- Optimize review coverage, extending CDI capacity to all payers
- Prioritize, score and manage CDI cases to focus on the most urgent opportunities
- Streamline the query process
- Automate and standardize CDI practices
- Review clinical indicators, labs and medications with detailed clinical evidence

3M™ M*Modal CDI Engage One™

Reporting and tracking across the entire document workflow

With both 3M 360 Encompass and CDI Engage One, your organization can also accurately track key performance indicators to find high-impact opportunities.

You can access the full-range of reports available in 3M 360 Encompass, including customizable self-service reporting, plus the reporting features in CDI Engage One, which allow CDI teams to track nudges applied or declined by clinicians during documentation. When justified, CDI specialists can send formal queries for nudges declined by clinicians. This not only drives documentation accuracy and completeness, it creates a way for CDI teams to learn about common gaps in documentation so they can target training to specific service lines and individual physicians.

CDI Engage One automatically reviews, analyzes, monitors and improves your documentation, applying the same rules across physicians, patients and payers. This unique approach brings improved coverage, consistency and standardization to your CDI program.

Call today

For more information on how 3M products 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**.



Health Information Systems
575 West Murray Boulevard
Salt Lake City, UT 84123 U.S.A.
800 367 2447

www.3m.com/his

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