

3M Health Information Systems

Case study:

Pioneering computer-assisted coding at a pediatric health system





Health system snapshot

Location: Mid-Atlantic region, United States

- 323-bed facility performing more than 17,000 surgeries and conducting more than 669,000 outpatient visits in over 60 specialties each year
- Health system includes primary care health centers, regional outpatient centers and affiliated pediatric primary and specialty care practices

3M products used

- 3M™ 360 Encompass™ System
- 3M™ 360 Encompass™ Professional System
- 3M™ Health Data Management

“We wanted our coders to have the best, the Rolls-Royce of coding, so we wanted 3M.”

– Director of revenue integrity, pediatric health system

The challenge

Prior to the Cerner and 3M’s computer-assisted coding (CAC) implementation, the pediatric health system was using spreadsheets and a painstaking manual method to code professional encounters. The process started with the 3M standalone encoder receiving the codes and ended with a spreadsheet of codes sent to another team to manually input the data into the billing system.

The hospital’s director of revenue integrity said, “The decision to change our billing system is what finally triggered us to make a change in our coding process.”

A year before that, the organization decided to use **3M™ Health Data Management (HDM)** for its technical workstreams with minimal engagement from the professional services coding side. This initiated discussions about automation around the organization as teams began to automate processes with 3M HDM. This set the foundation for building automation throughout the entire coding process. The challenge then became finding a system that was mature enough to create a seamless solution across facility and professional services coding.



Empowered coders. Empowering results.

By combining 3M’s proprietary natural language processing (NLP) technology with more than 35 years of experience in health information management, the 3M 360 Encompass platform is the industry’s choice for revenue cycle efficiency and accuracy.

With sophisticated query capabilities, a single path coding workflow, smart alerts, up-to-date clinical and regulatory edits, and expert process and advisory services, 3M 360 Encompass Professional delivers a powerful combined workflow for professional fee and facility coding.

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The solution

In 2020, hospital leadership selected Cerner as the organization's electronic health record (EHR) system and the **3M™ 360 Encompass™ System** and **3M™ 360 Encompass™ Professional** to automate coding and documentation improvement. With first-of-its-kind technology, the 3M 360 Encompass Professional System boosts productivity and efficiency, empowering both professional and facility coders to gain visibility into each other's workflow, access the right documentation at the right time and leverage a feature rich set of coding alerts and functions

to help make correct coding and billing decisions. Furthermore, the system enables a streamlined, single path workflow in areas where the same coder can code for facility professional services.

When asked why the hospital decided to go with 3M, the director of revenue integrity said, "We wanted our coders to have the best, the Rolls-Royce of coding, so we wanted 3M. We fought to stay with 3M." The system was implemented at the emergency department (ED) and surgery/anesthesia. The last

being a unique set up given that anesthesia is not commonly coded in-house at a children's hospital. At first it wasn't easy. CAC was new to the organization, so everything was difficult. The hospital's manager of coding data analysis said, "The big challenge was getting all the coders to learn the new workflows and ensure that they knew where to go with corrections."

To help alleviate the challenges, the 3M team helped train and retrain the organization's coders to avoid known blind spots and address improvement opportunities.

Six months after implementing 3M™ 360 Encompass™ System and 3M™ 360 Encompass™ Professional, the pediatric health system achieved:



**Decline in
turnaround time.**

**7.28 days to 4.88
days in surgery**



Higher charge capture rate.

Improved from
96% to 99%
for both surgery
and anesthesia



**Better
productivity.**

44% increase

The results

After working through implementation and pioneering the first CAC solution coupled with the health system's Cerner EHR, the team began to reap the rewards of their efforts. Baseline results were measured before the Cerner and 3M 360 Encompass implementation. After a six-month period there was a significant improvement to coder productivity, turnaround time (lag days) and charge capture rates. Specifically, for professional services coding, turnaround time went from 7.28 days to 4.88 days in the surgery department, with anesthesia — a more involved coding process — in a steady lag day decline.

Charge capture improved from 96 percent to high 99 percent capture rates for both surgery and anesthesia departments. A financial data analyst for revenue integrity for the organization said, "To sustain the accuracy rate previously, I had to aggressively reconcile the accounts, but with 3M I don't have to that as much, it pretty much works itself, I just go there to pull reports." In fact, before the implementation, charge reconciliation used to take about a week of digging through numbers and systems. "It only takes me about two days now with Cerner and 3M 360 Encompass Professional," they said.

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The results (cont.)

Single path coding is now a reality for the pediatric health system. With 3M 360 Encompass Professional, the organization can break down the walls between professional services and facility coding in the ED. The professional services coding supervisor for the facility said, “In terms of workflow improvement my job is a lot easier with the professional cards populating, a lot easier than it was before without single path.” With single path, the organization achieved an astounding 44 percent productivity improvement, decreased lag days and is virtually current in its charges capture rates at an average of 99 percent six months after implementation.

Before 3M 360 Encompass, the hospital team consistently had a lot of cleanup that needed to be done. A lot of hand keying and time wasted going back and forth on missing values. With 3M 360 Encompass, the necessary billing components are present at the time when the coder codes, the number of encounters that needed to be reworked has decreased with custom edits built into the system and the overall process is faster and more accurate.

Beyond the results

Besides improving productivity, turnaround times and charge capture rates, 3M 360 Encompass empowers the health system’s leadership to identify trends and educational opportunities across specialties with enhanced reporting available within the system. This uniquely positions the hospital for continued improvement and enables teams to maximize their results with 3M technology and expertise.

Why the 3M 360 Encompass platform?

An integrated application can help you improve and streamline your workflows and build synergies by having your content work together. The 3M 360 Encompass platform:



Drives clean, accurate and compliant ICD-10 and CPT® coding, as well as accurate E/M level assignment



Lets the user derive a concurrent working diagnosis related group (DRG) at the beginning of a patient visit



Provides 360-degree visibility, automation and communication for professional services coding through a single application



Offers a growing list of role specific, at-a-glance dashboards and reporting capabilities



Provides early warning indicators when documentation is insufficient



Enables effective and immediate communication between coders, CDI specialists and quality teams



Call today.

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.



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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