

Case study: Closing the loop with 3M™ M*Modal HCC Management: Understanding patient care and improving documentation accuracy



Snapshot



Location:

Northeast region



Type:

Large integrated health care network



Size:

8 hospitals



People:

Multiple physicians
21,000 professional colleagues

The challenge

This health system understood the importance of creating a hierarchical condition category (HCC) capture program. The organization invested time, training, education and resources to help develop a comprehensive process. The initial process would:

- Optimize the workflow and data from the electronic health record (EHR) as much as possible
- Build and share practice advisories that work closely with the clinicians
- Educate key stakeholders across the organization
- Create and share reports and data based on reviewed claims and dropped opportunities
- Provide ongoing education and feedback

However, even with this investment and focus, the health system was unable to generate meaningful, real time data due to the claims adjudication timeline. This delay created a lag time of three months or more, making it difficult to measure the impact of the program. Ultimately the organization’s process was not enough to completely understand the patient population and the accuracy of the documentation.

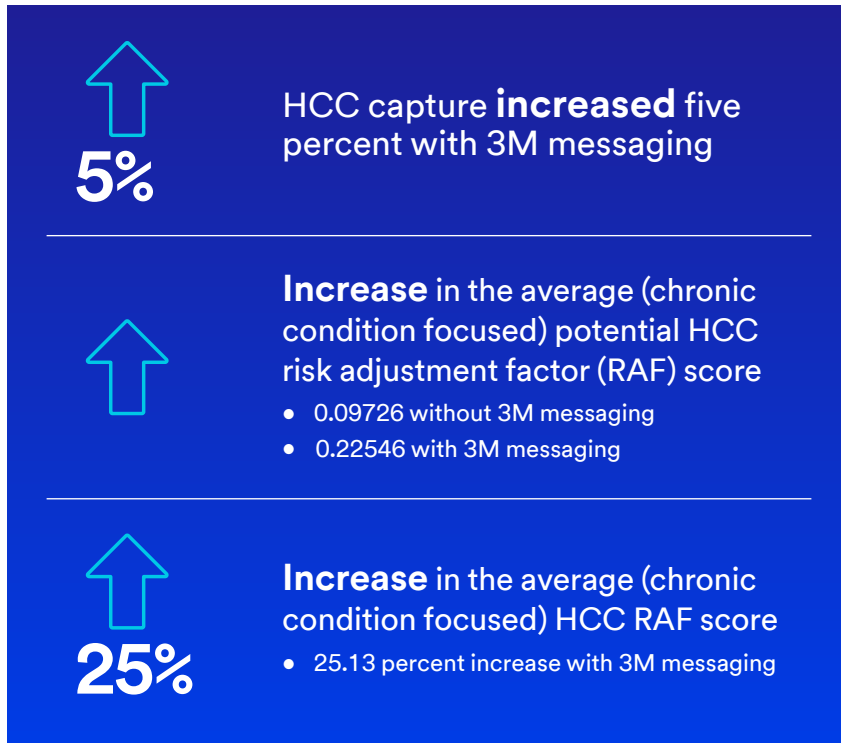
Improving the process by closing the loop: Integrating 3M™ M*Modal HCC Management

To enhance the initial process, this organization decided to implement technology to help close documentation gaps. An internal assessment identified the right technology for the challenge: 3M HCC Management, an artificial intelligence (AI)-driven technology, which helped elevate the existing process by:

1. Integrating real time data in the EHR, allowing the organization to make improvements based on immediate information. This also allowed the health system to provide clinicians with timely feedback to make changes as needed.
2. Providing patient prioritization. This was crucial to the success of the closed loop process, as it gave the clinical documentation integrity (CDI) team a way to focus on specific patients and send messages to clinicians about documentation accuracy tied to the organization’s value-based programs.
3. Notifying providers. Clinicians received notifications based on previous diagnosis, notes and claims that were automatically reviewed and attributed to the patient. Notifications were integrated into the clinician’s workflow, allowing them to choose accurate and compliant patient documentation.

Case study: Closing the loop with 3M™ M*Modal HCC Management: Understanding patient care and improving documentation accuracy

3M HCC Management technology paired with the organization's strong commitment to continued education and outreach resulted in:



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.

Conclusion:

This organization has continued to drive positive outcomes for its HCC process, using 3M HCC Management technology for proactive clinical documentation prioritization and customized nudges for documentation accuracy. This technology helped the health system provide a complete and compliant process to address its patient population and patient care.



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

www.3M.com/his

3M is a trademark of 3M Company.
M*Modal is a trademark of 3M Company.

Please recycle. Printed in U.S.A.
© 3M 2022. All rights reserved.
Published 04/22
70-2011-9472-0