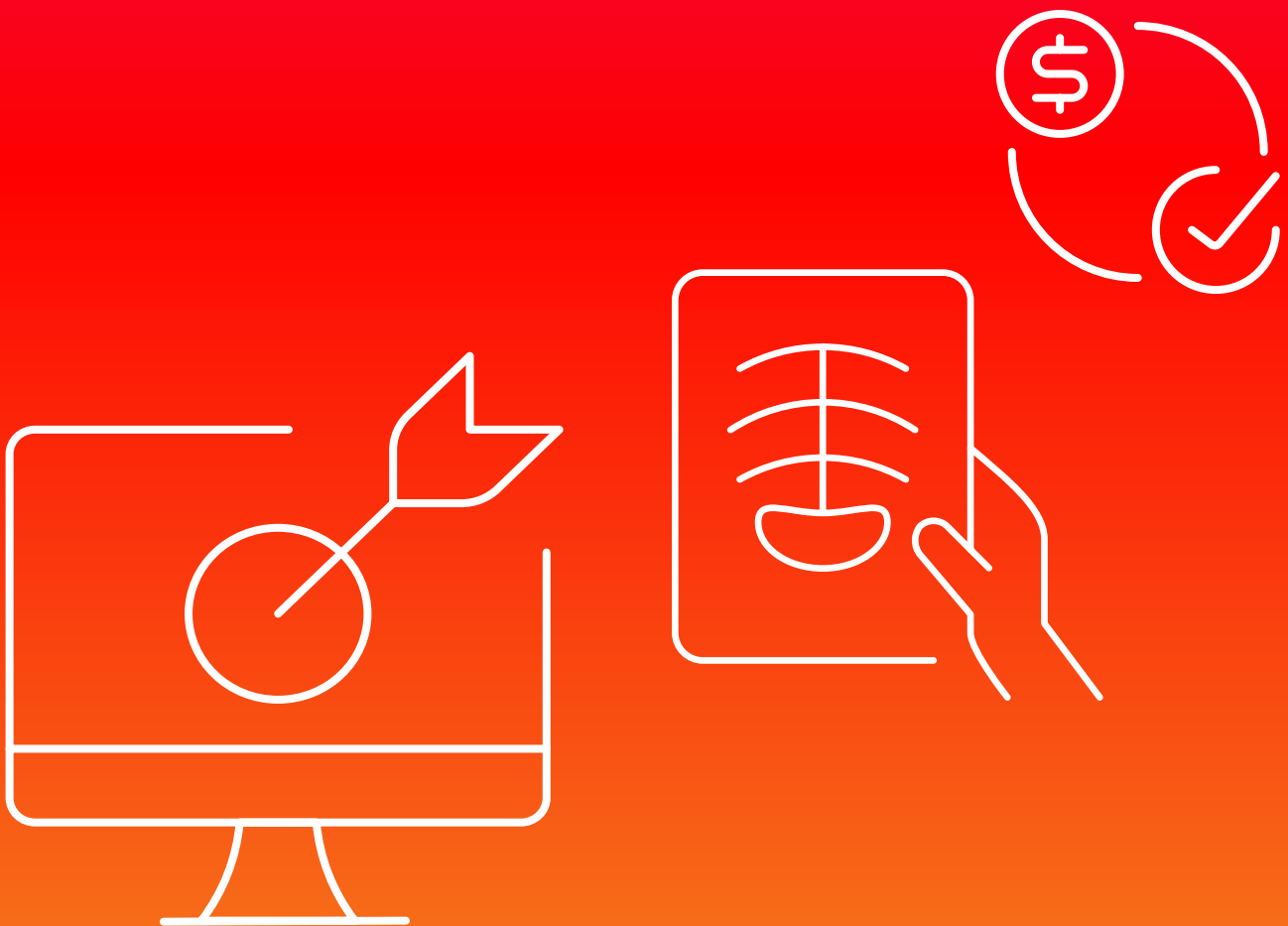


3M Health Information Systems

PeaceHealth case study:

# Breaking down coding silos with one platform





## Snapshot of PeaceHealth



Western United States



Large, not-for-profit health system



10 medical centers



1,679 licensed beds



16,000 caregivers and a medical group practice with more than 2,350 providers

- **3M™ 360 Encompass™ Computer-Assisted Coding**
- **3M™ 360 Encompass™ Clinical Documentation Integrity (CDI)**
- **3M™ 360 Encompass™ Professional System**

PeaceHealth, based in Vancouver, Wash., is a nonprofit Catholic health system offering care to communities in Washington, Oregon and Alaska. PeaceHealth has approximately 16,000 caregivers, a multi specialty medical group practice with more than 2,200 physicians and providers, and 10 medical centers serving both urban and rural communities throughout the Northwest.

In 1980, the Sisters of St. Joseph of Peace founded what has become PeaceHealth. Today, PeaceHealth is the legacy of its founding sisters and remains dedicated to ensuring that every person receives safe, compassionate care, every time, every touch.

## The challenge: Breaking down the coding silos

Today, many professional fee coders are stuck between manual and repetitive processes, causing health care organizations to waste time and resources on obsolete systems and workflows. Coders need reliable tools and trusted technology that can help increase productivity and efficiency.

PeaceHealth's professional coding department struggled with a manual reporting system, leading to inconsistent patterns, high denial rates, reconciliation issues and coding quality concerns. The team knew there wasn't a streamlined process for professional coding, and coders spent valuable time adding diagnosis codes manually. In turn, this caused slower turnaround times and high denial rates – a big issue in today's era of tight budget, overworked staff and burned out providers.

“On the professional side, we never had an integrated coding product which has been very difficult for us,” said Monica Wherry, PHMG, coding and charge capture director. “We had coders coding from memory, using Google search, or coders using books if they have them, resulting in multiple touches before we were able to get the claims passed through.”

By breaking down the coding silos and leveraging the benefits of an integrated coding platform, hospitals and health care systems can improve coding productivity, accuracy and compliance.

## Real results

With 3M 360 Encompass CDI, facility coding and professional services coding, PeaceHealth experienced:



**101% increase** in coder productivity for professional facility coding



**55% increase** in coder productivity for single path coding



Average turnaround time **reduced by 2.8 days** for professional facility coding



Family medicine doubled RVUs in the first **6 months**



Internal medicine tripled RVUs in the first **6 months**

## The solution: One platform for all specialties

**3M™ 360 Encompass™ Professional** is the industry's first encounter-based professional coding solution. Rooted in the **3M™ 360 Encompass™ System**, this application was built on the knowledge and refinements of 3M's computer-assisted coding base, the largest in health care.

With 3M 360 Encompass Professional, coding teams have access to the right documentation at the right time by leveraging technology that addresses professional coding needs every step of the way. PeaceHealth has now streamlined its professional fee coding and billing processes and are seeing a reduction in denials, less touches and more clean claim rates.

“Moving to 3M 360 Encompass Professional definitely incorporated an integrated coding product into our workflows and requires our coders to view the edits more efficiently, resulting in cleaner claim rates. It has been huge for us,” Wherry said.

## Doubled coder productivity and more

Even in the early stages of implementing 3M 360 Encompass Professional, PeaceHealth doubled its professional facility coder productivity by 101 percent, increased single path coder productivity by 55 percent in one month, reduced average professional facility turn around time by 2.8 days, and saw increases in relative value units (RVUs).

Both the family medicine and internal medicine departments more than doubled RVUs in the first six months after going live with 3M 360 Encompass Professional. Overall, the results were cleaner claim rates and a more efficient coding process.

3M 360 Encompass Professional channels the power of 3M's proprietary natural language understanding (NLU) platform to bring forward auto-suggested CPT® and ICD-10 codes to the professional services coder workflow. Resulting in sophisticated query capabilities, smart alerts, up to date clinical and regulatory edits, and expert process and advisory services delivering a powerful professional fee coding workflow.

“With auto-suggested coding, having the integrated platform show the evidence of why it should be coded this way, has been amazing for our medical group at PeaceHealth,” Wherry said.

In organizations where coding groups are aligned and a single coder codes the same record for both outpatient facility claims and professional service claims, single path coding improves productivity. By reducing manual pick lists and manual reviews with single path coding, PeaceHealth also noticed a change in the professional coding team.

*“PeaceHealth saw the opportunity to leverage technology to help not only our essential coding workflows, but to provide advanced tools to facilitate capture of value-based care, and risk adjustment requirements; then bring workflows together that were previously siloed.”*

—Cassi Birnbaum, MS, RHIA, CPHQ, FAHIMA, senior enterprise director, HIM, CDI, coding

## PeaceHealth case study: Breaking down coding silos with one platform

“In our first wave of training, we had one of our hospitalist’s coders come up to us and express how nervous she was, to the point of having a panic attack. She feared change and learning a new system. By day two, she came back to us and said she never wants to go back to our old system. Within 24 hours of training, our coders were so excited about this integrated coding product and the enthusiasm and engagement from the coders has been great to watch,” Wherry said.

“The just-in-time training after each wave is fantastic,” Cassi Birnbaum, MS, RHIA, CPHQ, FAHIMA, senior enterprise director, HIM, CDI, coding, said. “The two and a half day support, the orientation that 3M provides, and hands on experience has really increased our coders confidence and they are ready to go.”

Teaming with 3M helped PeaceHealth streamline its professional coding and move toward a roadmap that expands upon single path coding as well as adding direct-to-bill coding automation.

*“We were constantly making coding changes and exceptions, and the rework was a waste. By having this integrated platform we have streamlined our process and have cleaner claim rates.”*

—Monica Wherry, PHMG  
coding and charge capture  
director



### 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](http://www.3M.com/his)**.

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