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Media player

Resources

Have a question?
Let us know here!

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640X360 (16:9)

Resources

Q&A

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Ask an expert

Speaker Bio

Survey

Meet our speaker!

We want to hear from you survey!

3M Science. Applied to Life.™

A great company is showing what interesting applications a fantastic product[®] can bring for motivated users

3M

Menu Bar

Housekeeping!

- On24 Webinar Platform for a better user experience!
- Use Google Chrome and close out of VPN/multiple tabs
- Check speaker settings and refresh if you are having audio issues
- Ability to move engagement sections
- Ask questions!
- Certificate of Attendance available to download for live webinar sessions
- Engagement tools and CC available
- Check the resources section
- Complete the survey

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Intermountain reaps benefits from standardizing CDI technology system-wide

March 9, 2023

Meet our speakers



Kory Anderson, MD, CHCQM, FACP
Medical Director for Intermountain Physician
Advisor Services, CDI and Quality
Intermountain Health



Kearstin Jorgenson, MS, CPC, COC
Operations Director for Intermountain
Physician Advisor Services
Intermountain Health



Takiko May, MD, CHCQM, FACP
Hospitalist, Intermountain Logan Regional Hospital
Physician Advisor Educator Lead, CDI
Physician Advisor, Appeals & Denials
Intermountain Healthcare

MEET INTERMOUNTAIN HEALTHCARE



Our Presence

- 385 physician clinics
- 32 hospitals
- One virtual hospital

Our Patients

- >2M patient engagements per year
- ~4,000 patients air lifted per year

Our Impact

- >1M SelectHealth Members
- \$227M charity care in 2019

Our People

- 59,000 caregivers
- 3,800 physicians and advanced practice providers

INTERMOUNTAIN OFFICE OF PATIENT EXPERIENCE

System Functions ~ Caring and Learning Together



High-Reliability Operations



Quality



Infection Prevention



Patient Advocacy



Regulatory Affairs



Clinical Data



External Reporting



Physician Advisor Services

Caregivers are deployed according to geography and care continuum needs

Physician Advisor Services

Four divisions:

- Appeals and denials
- Utilization review
- Provider education
- Clinical Documentation Integrity

CDI CHALLENGES AND IMPROVEMENT GOALS



Challenges

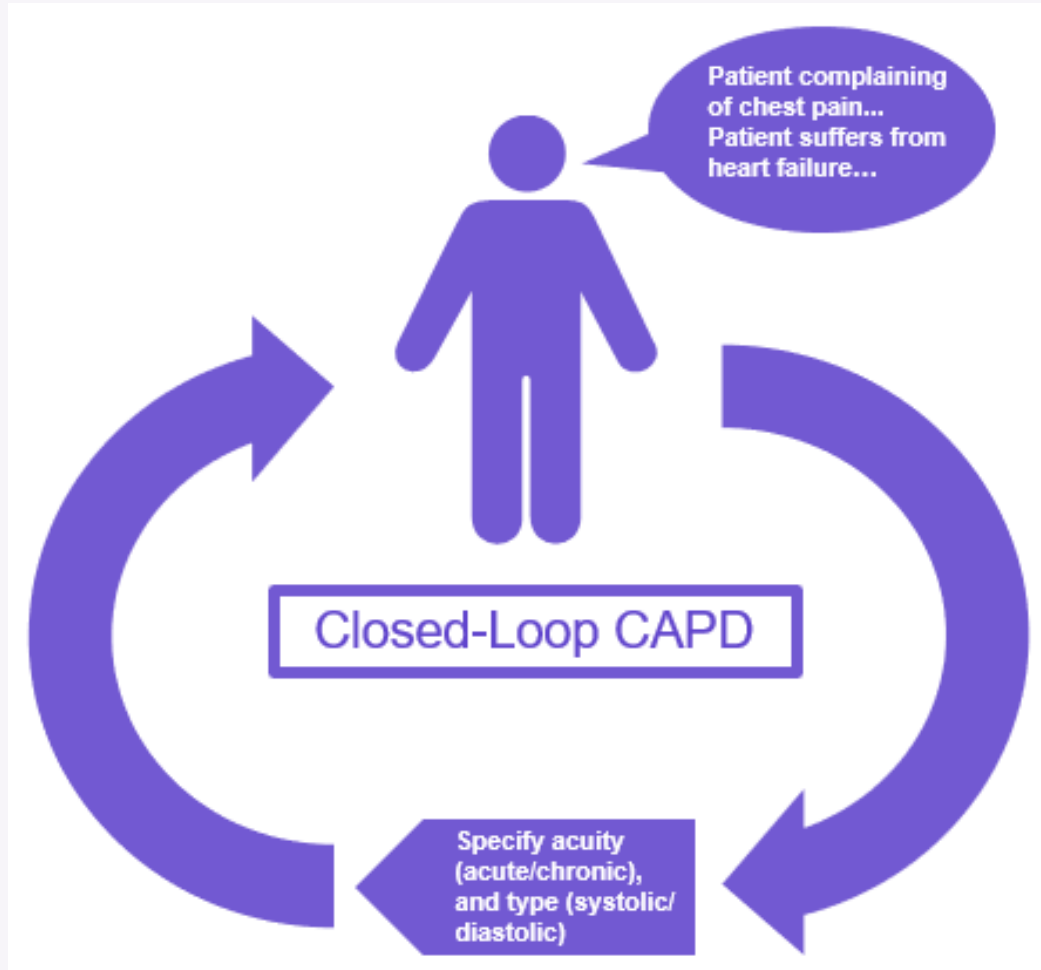
- Budget tight – unable to hire more CDS RNs
- Staff redeployed during COVID



Goals

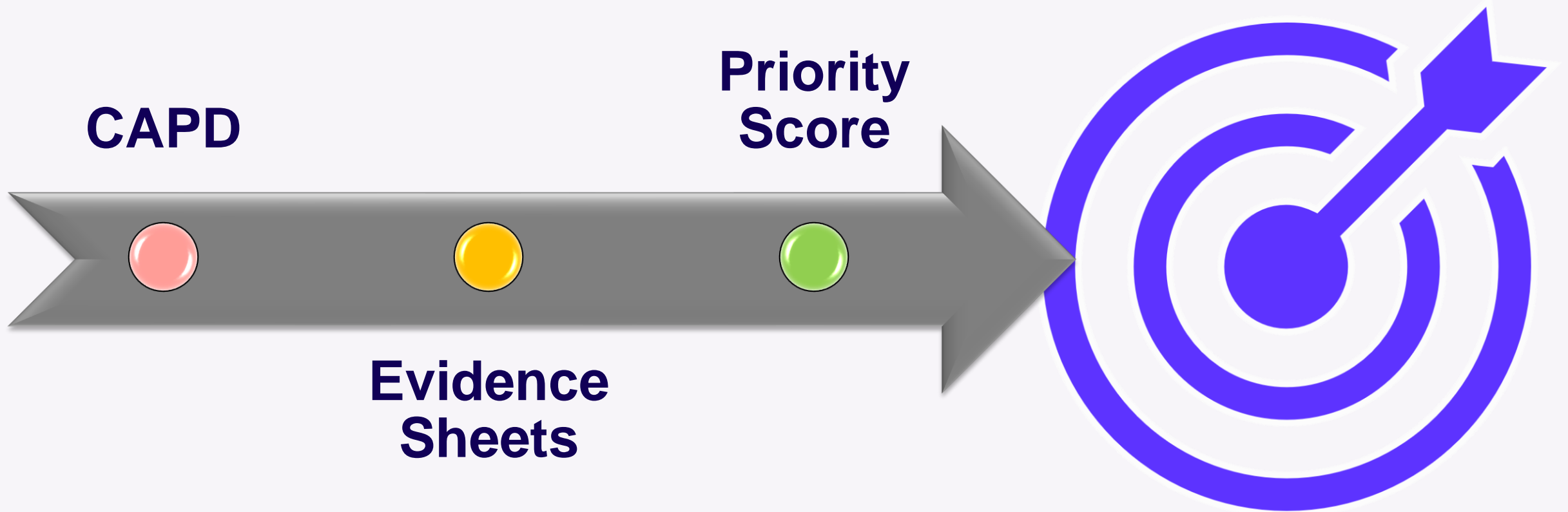
- Increase the footprint of CDI across the system – especially to small facilities
- Leverage technology to increase efficiency within the program

COMPUTER-ASSISTED PHYSICIAN DOCUMENTATION



- CAPD provides best practice nudges to physicians while the document is being created
- Applies clinical reasoning across the patient encounter
- Helps physicians get it right the first time, avoiding rework and administrative burden

PROJECT STRATEGY



IMPLEMENTATION STEPS

**LEADER
ENGAGEMENT**



**PROVIDER
PROFILES**



**PROVIDER
ADOPTION**



**SERVICE LINE
SOCIALIZATION**



**PROVIDER
EDUCATION**

LEADER ENGAGEMENT

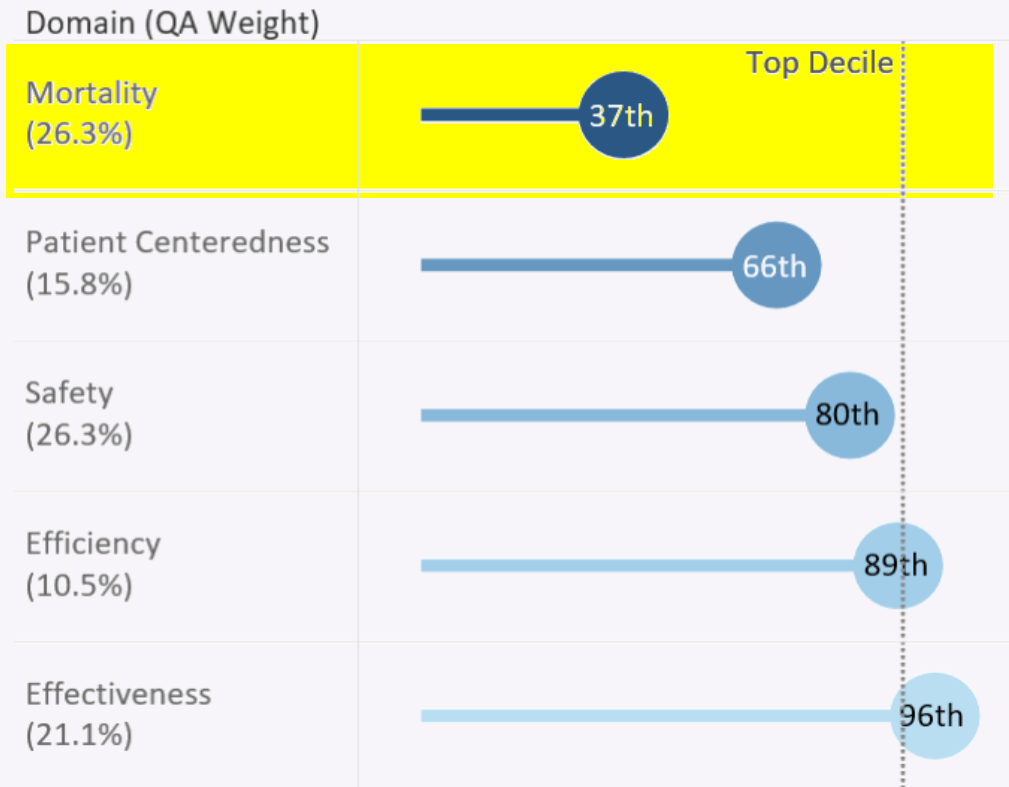


- Share improvement data
- Align strategic direction
- Get leadership support

LEADER ENGAGEMENT



Domain Percentile Ranking



Improving Risk Adjusted Ratio – *Two Potential Avenues*



SOCIALIZATION



- Meet with division leaders
- Determine division specific conditions
- Pilot with leaders as needed

SOCIALIZATION



Primary Clinical Owner	Vizient Service Line	Risk Factor	Numerator	Denominator	Capture Rate	Top Performer Capture Rate
Surgical Specialties		Traumatic Coma (GCS 3 - 8)	29	317	9.15%	16.00%
Neuroscience		Malnutrition	98	1 197	8.19%	10.63%
Medical Specialties		Coronary Artery Disease	19	237	8.02%	15.13%
Cardiovascular		Malnutrition	195	2 538	7.68%	8.94%
Surgical Specialties		Metastatic Cancer	97	1 477	6.57%	13.60%
Medical Specialties		Complication of Transplanted Organ/Tissue	8	124	6.45%	32.85%
Cardiovascular		Anemia in Chronic Disease	58	915	6.34%	12.16%

Performance
Worse

Statistically Significant
Yes

Choose Rollup
Primary Clinical Owner

Choose Hospital
Intermountain Medical Center

PROVIDER PROFILES



- Structure profiles based on physician role (e.g. – APP/MD)
- Review condition criteria with specialists from divisions



PROVIDER PROFILES

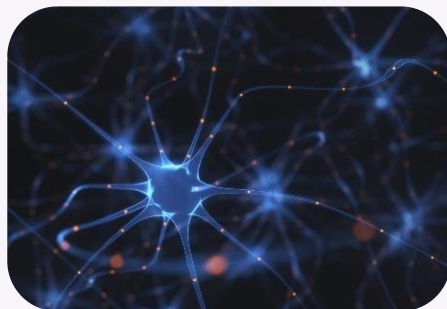
Common CAPD Conditions Enabled



Kidney Disease



COPD



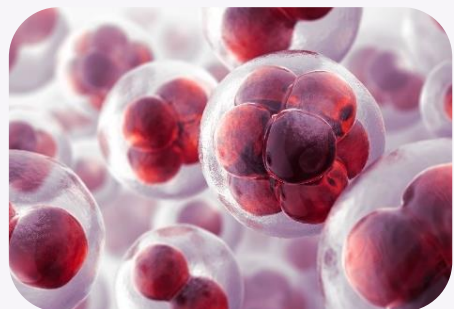
Encephalopathy



Malnutrition



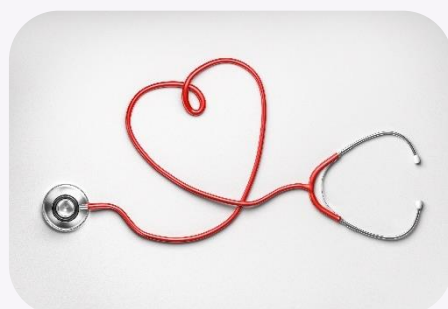
Respiratory Failure



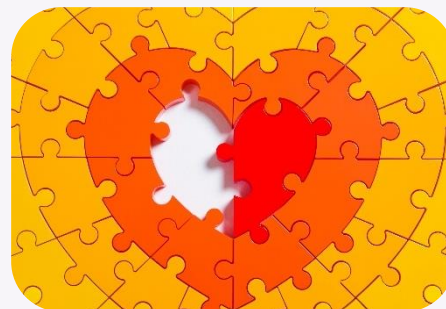
MRSA/MSSA



Metastatic Disease



Atrial Fib.



Heart Failure



Diabetes



PROVIDER PROFILES

Common CAPD Conditions Enabled

Nudge Concept	Medicine (APPs)	Cardiology	Intensivists	CV Surgery	Surgery	Neurology	Neurosurgery	Trauma	Orthopedics
Fluid & Electrolyte Disorders								Y	
Brain Hemorrhage	Y					Y	Y	Y	
Atrial Fibrillation	Y	Y	Y					Y	
COPD	Y	Y	Y	Y	Y				
Diabetes	Y	Y	Y	Y	Y			Y	Y
Kidney Disease Cause	Y								
Encephalopathy	Y		Y	Y		Y	Y	Y	
Heart Failure	Y	Y	Y	Y				Y	
Hypertension								Y	
CKD	Y	Y	Y	Y	Y				
Malnutrition	Y	Y	Y	Y	Y	Y	Y		Y
Respiratory Failure	Y	Y	Y	Y		Y			
MRSA/MSSA	Y	Y	Y	Y	Y	Y	Y	Y	Y
Metastatic Disease	Y	Y	Y			Y			

PROVIDER EDUCATION





- Brief 15-minute education 3 times a day
- Fact-sheet dissemination
- On-site rounding
- IT presence for urgent concerns and/or questions


PROVIDER EDUCATION

CAPD

(Computer Assisted
Physician Documentation)

 Josh Amrhein

Your messages are up to date.

 **Heart Failure** ×

Please specify **acuity** (acute, chronic, acute-on-chronic) and **type** (systolic, diastolic, combined systolic-diastolic).



Autogenerated Nudges

Acute Renal Failure ×


In ICD-10 coding, renal insufficiency is not synonymous with renal failure. Does the patient meet your criteria for any of the following:

- Acute renal failure
- Acute kidney injury
- AKI on chronic kidney disease, stage
- **Acute renal failure on chronic kidney disease, stage**
- Other renal diagnosis (please specify)
- Clinically undetermined


Manual Query

 Josh Amrhein

You have no messages.

 **CDI Query**

You have a **CDI query** for 1 patient.

 Elliott, Eva-JA

The **CDI Queries** card lists the names of patients with **pending manual queries** sent by Clinical Documentation Integrity Specialists and coders.
[Click on the patient name to open the queries.](#)

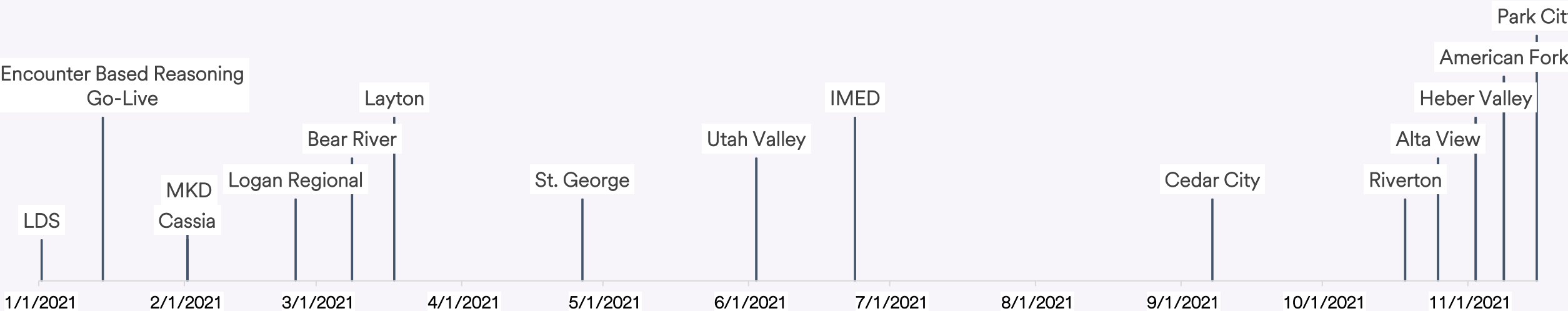
PROVIDER ADOPTION



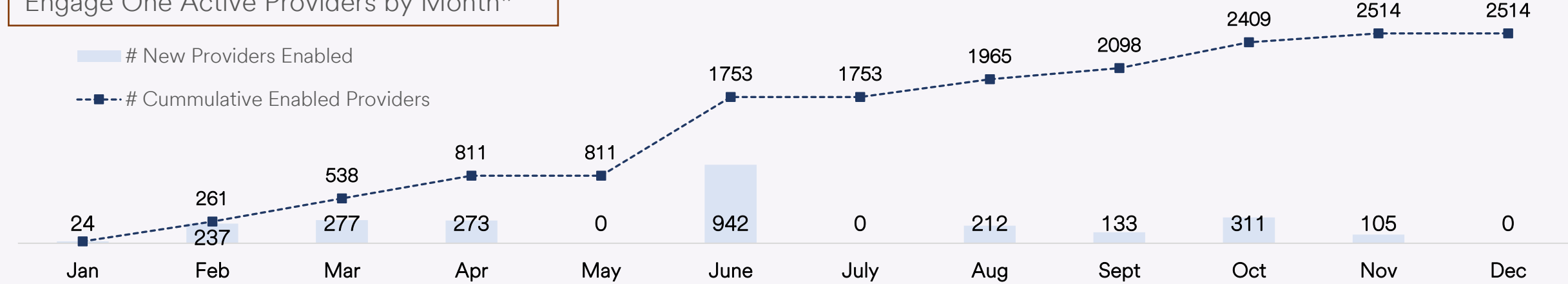
- Ensure visibility of project
- Track progress
- Share data



PROVIDER ADOPTION



Engage One Active Providers by Month*



PROVIDER ADOPTION

Facilities Without CDS RNs

5

- Schedule initiative reviews with leaders
- Data is key
- Customize to meet workflow

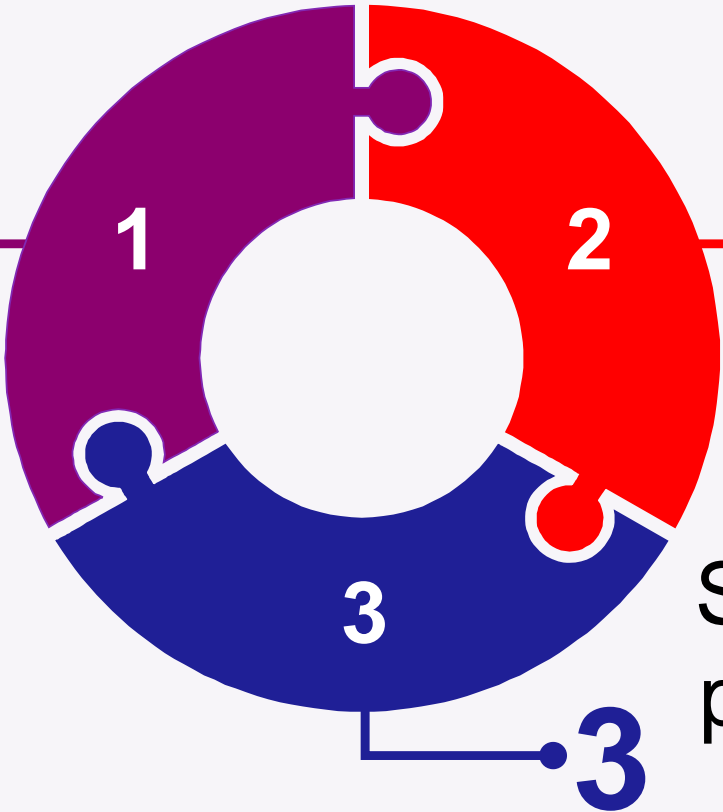


EVIDENCE SHEETS

Nudges for CDS RNs

AI use for
clinical
indicators

1



Evidence of
conditions in
the record

2

Suspect condition
prioritized for CDI
review

3

EVIDENCE SHEETS

Nudges for CDS RNs

▼ Potential Conditions (2 Total) CDI Evidence...			
Status	Target Dx	Date Identified	Provider Nudged?
• Opportunity	Electrolyte Imbalance	01/13/2022 09:09 AM	No
• Opportunity	Respiratory Failure	01/13/2022 09:06 AM	No

Queries (1)

Clarification of Clinical or Diagnosti...
01/03/2022 11:01 AM
Agreed and Documented

Conditions (2)

Electrolyte Imbalance
Created 01/13/2022 09:09 AM
Opportunity

Respiratory Failure
Created 01/13/2022 09:06 AM
Opportunity

Evidence of Electrolyte Imbalance

✖ **There is evidence of hypocalcemia without explicit mention.**

Required Evidence Not Found

✖ Explicit mention of hypocalcemia

Evidence Found

✓ Lab evidence of hypocalcemia - Calcium less than 8.0

BMP(BMP) 01/05/2022 at 06:40 AM
by
... BMP ...

✓ Evidence of treatment for hypocalcemia

Cardiovascular Surgery Consultation(Medications) 01/02/2022 at 11:43 AM
by
... Oral, BID, PRN Tums 500 (calcium carbonate 500 mg (elemental Ca 200 mg)) oral ...

✖ **There is evidence of hypokalemia without explicit mention.**

Required Evidence Not Found

✖ Explicit mention of hypokalemia

Evidence Found

✓ Lab evidence of hypokalemia - Potassium less than 3.2

Cardiovascular Progress Note(Labs (Last four charted values)) 01/07/2022 at 09:17 AM
by TREVOR M. CEBER

EVIDENCE SHEETS

- More nuanced conditions
- Suspect conditions are prioritized in workflow

ACTIVE EVIDENCE SHEETS

Sepsis

Pneumonia

Altered Mental Status

Malnutrition

Shock

AKI

Plural Effusion

Pulmonary Edema

Anemia

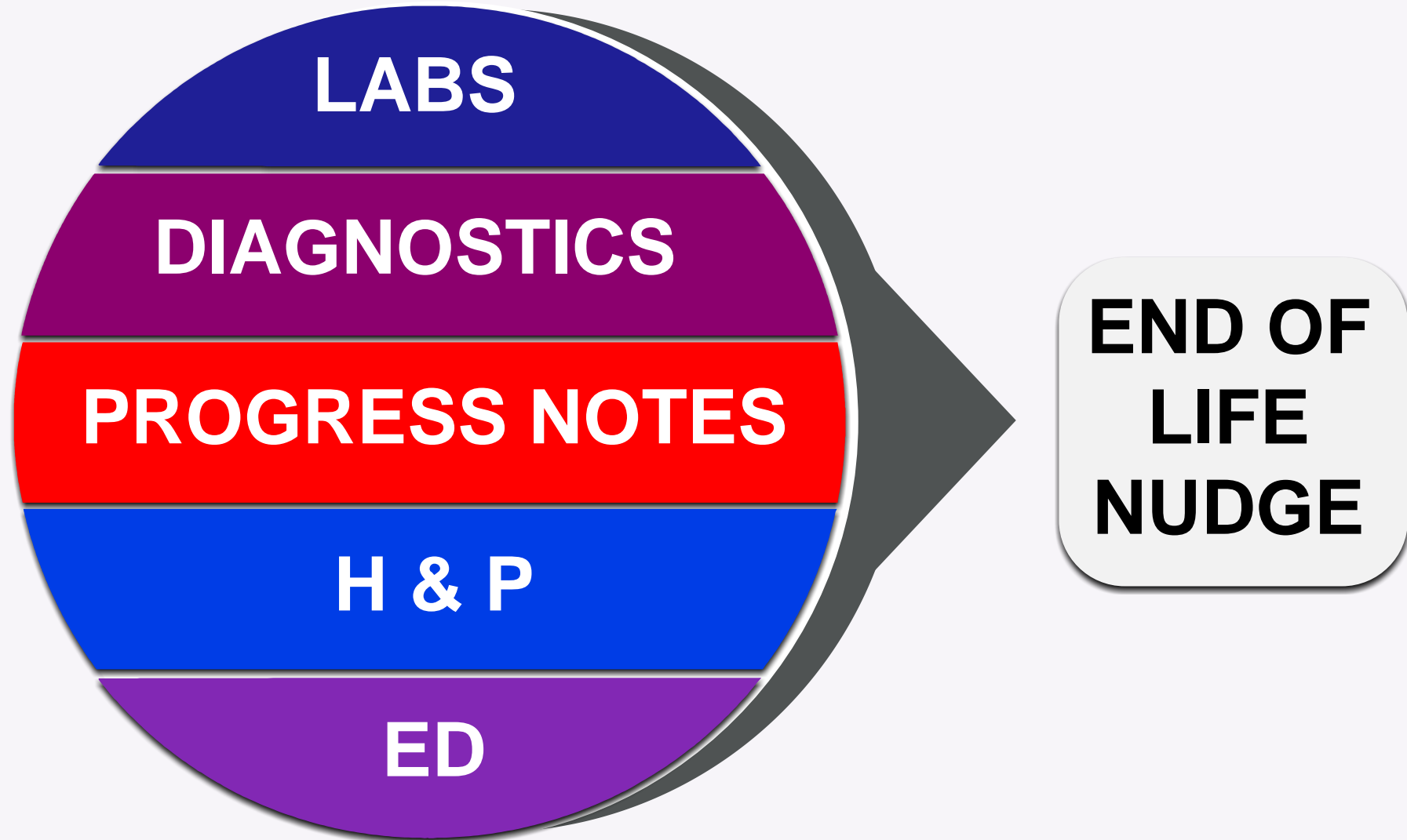
Acute Coronary Syndrome

GI Ulcer

Aortic Valve Stenosis

Respiratory Failure

NUDGE NEXT STEPS



OUTCOMES



IMPACT BY NUDGE TYPE (8 MONTHS OF DATA)

Nudge Concept	Clinical Documentation	Specified Final Code	Final Code Set Impact			Quality	
	Total Resolved Nudges	Nudges with Specified Codes	Resolved Nudges Impact: MS DRG, APR DRG, or Both	DRG Impact [PDx, CC, and/or MCC]	APR Impact [+SOI and/or ROM]	Potential HCC Impact	+ Elixhauser Impact
Heart Failure	1291	1222	247	163	100		9
Diabetes Mellitus	1273	1136	12	8	6		39
Atrial Fibrillation	831	719	25	11	16	2	
Encephalopathy	626	455	70	69	2	3	
Respiratory Failure	477	361	1		1		
Low BP and Pressor	456	360	31	11	22	159	1
Acute Kidney Disease - Cause	450	235	3	3	1	1	
Kidney Disease	391	342	11	7	5	297	20
Malnutrition - Severity	383	298	54	46	11		4
Metastatic Disease	186	141					18
Staph. Infection	53	27					
Heart Failure - Etiology	50	41	9	8	1		
COPD	35	16					
Debridement - Depth/Level	27	7					
Leak	8						
Brain Hemorrhage	6	3					
Low Potassium	2	1					
Low Sodium	2	2					
Shock	1	1	1		1		
Diabetes - Neuropathic Agents	1						
Grand Total	6549	5367	464	326	166	462	91

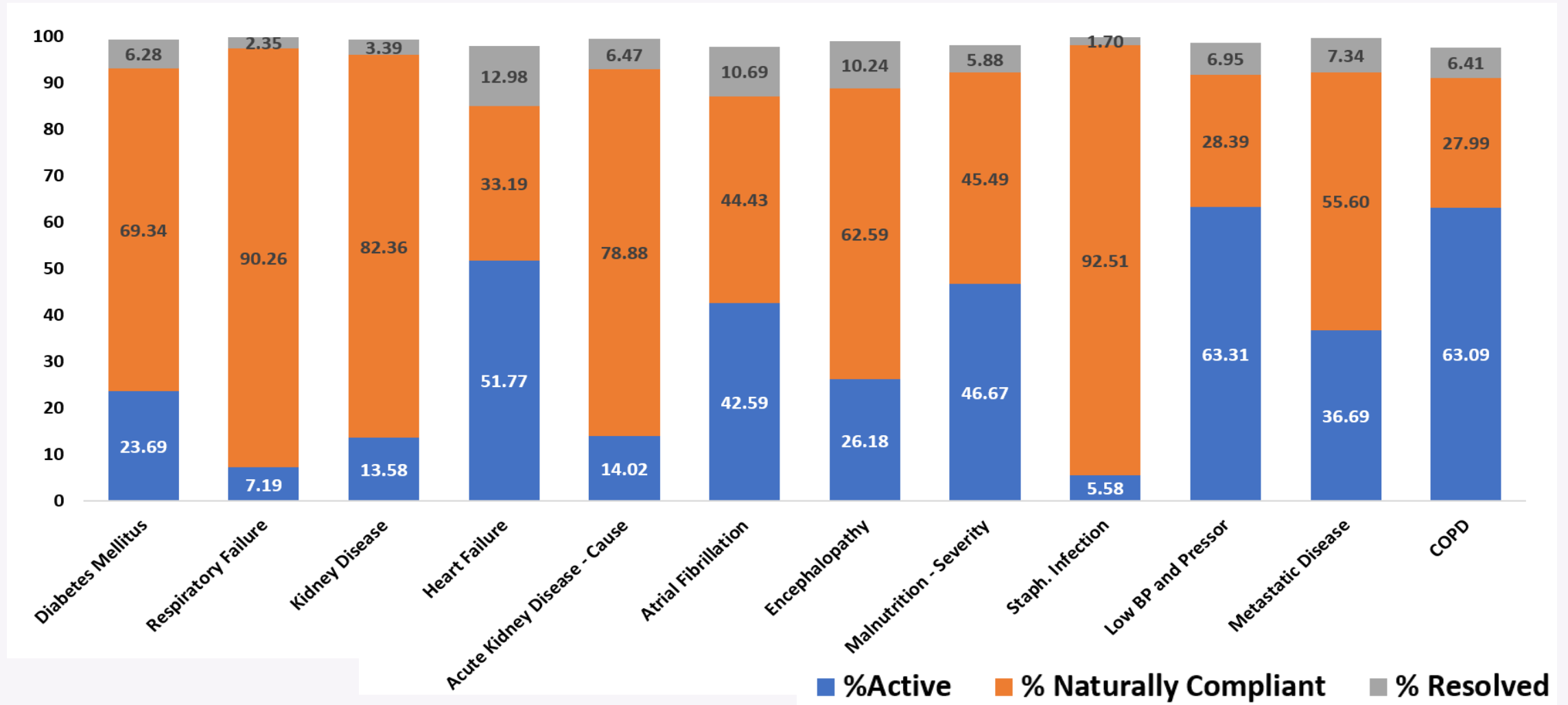
NUDGE RESOLUTION (8 MONTHS OF DATA)

NUDGE CONCEPT	% RESOLVED NUDGES WITHIN 0 – 2 DAYS	TOTAL RESOLVED NUDGES
Heart Failure	80%	1,291
Diabetes Mellitus	88%	1,273
Atrial Fibrillation	72%	831
Encephalopathy	64%	626
Low BP and Pressors	71%	477
Acute Kidney Disease – Cause	52%	456
Kidney Disease	78%	450
Malnutrition – Severity	77%	391
Metastatic Disease	44%	393
Staph Infection	82%	186
Heart Failure – Etiology	42%	53

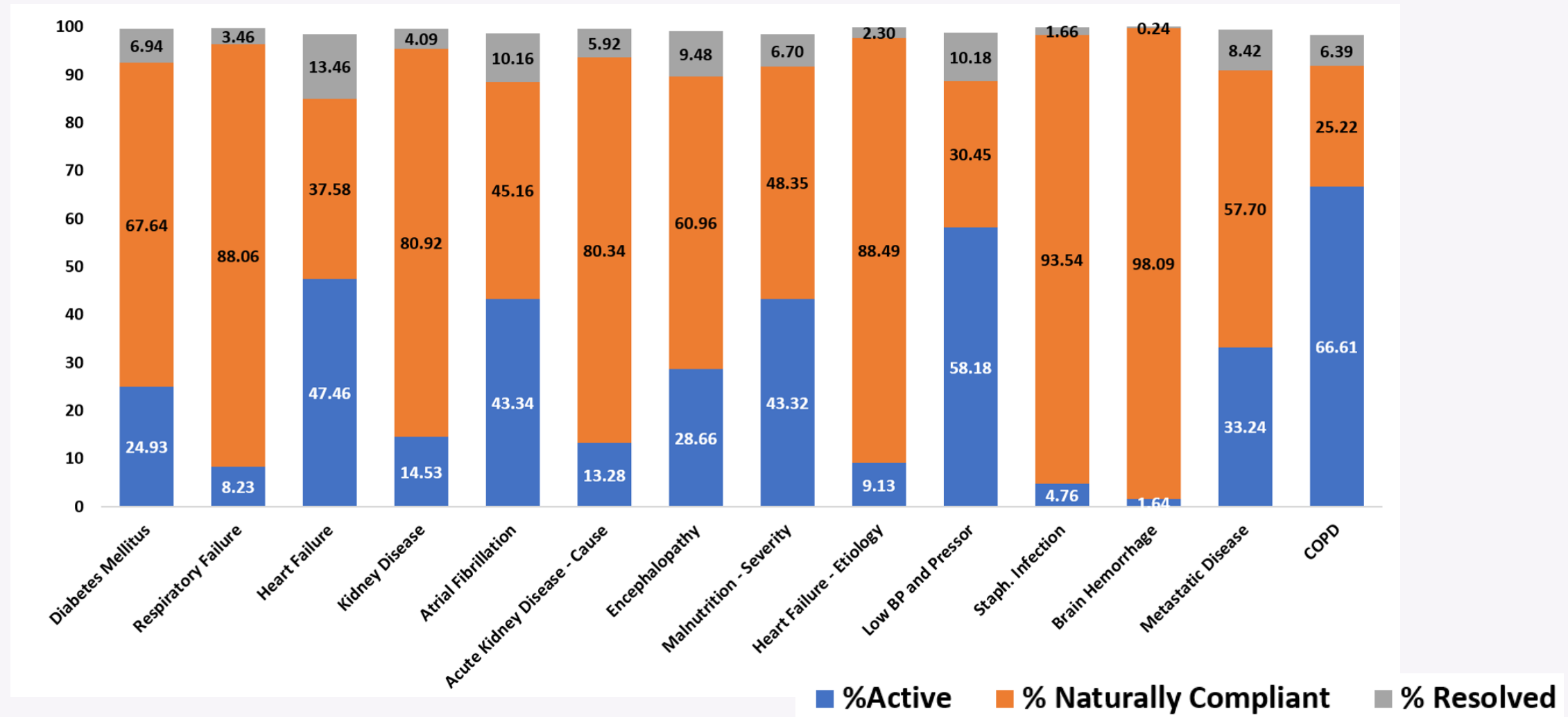
Key Findings

- > 20% of all encounters with resolved nudges were for patients with a short LOS of 1-2 days
- 74% of all resolved nudges had a nudge date within 2 days of the admit date
- Impact is similar to addition of 4.6 CDS RNs!

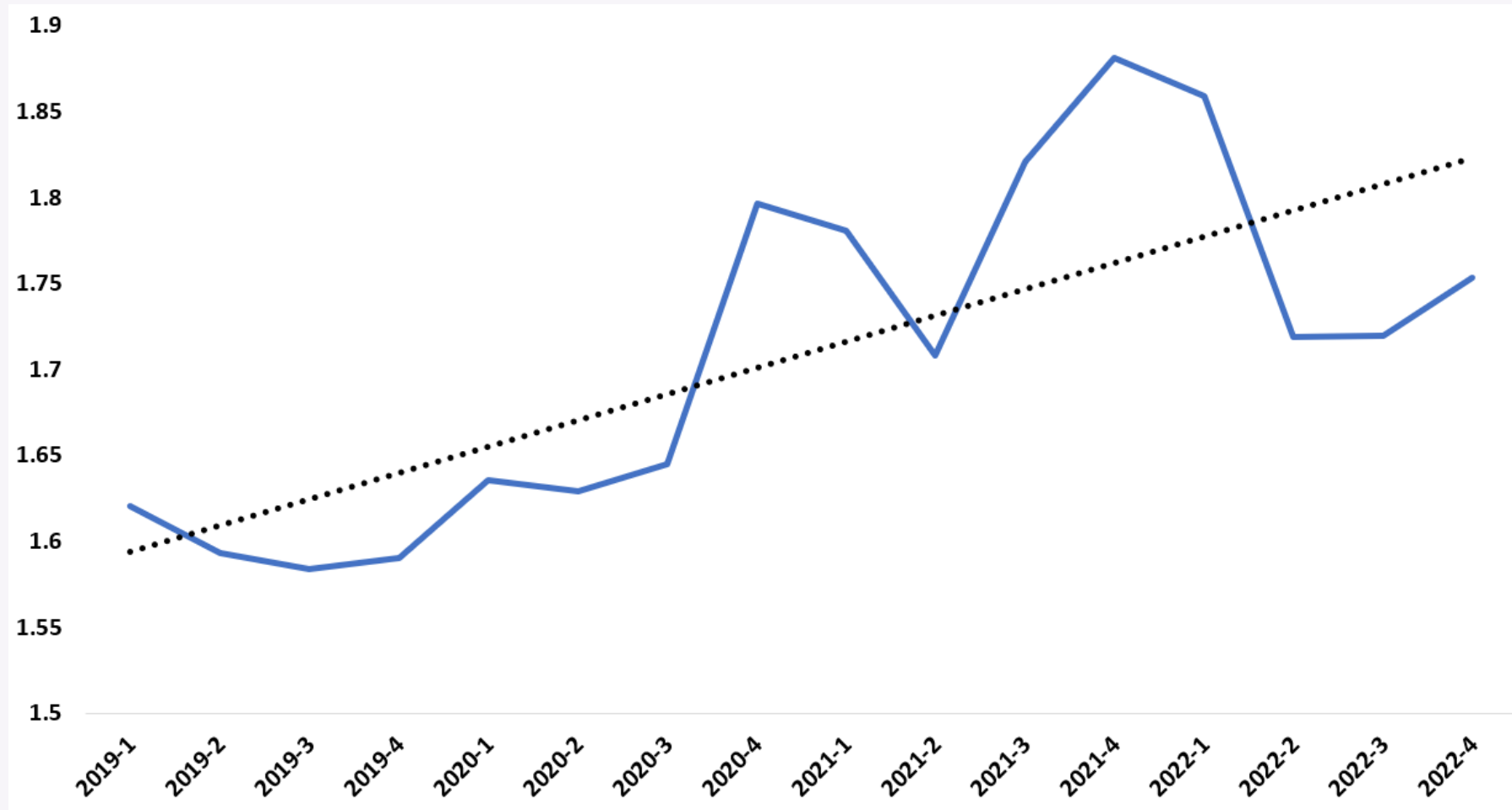
NUDGE RESPONSE SUMMARY – SMALL FACILITIES



NUDGE RESPONSE SUMMARY – SYSTEM



APR RISK OF MORTALITY



NEXT STEPS



Leverage AI:

- Further expansion of nudges to different specialties and pediatric setting
- Moribund patient identification for inclusion in hospice and palliative services

LESSONS LEARNED:

- Leadership support is critical
- Technology + CDI Reviews + Reliable Data = Program Success



QUESTIONS?

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Want to learn more
about how we engage
with our physicians to
transform CDI
efficiency?



3M Health Information Systems

Case study:
**Intermountain Healthcare:
AI-powered physician
engagement to drive quality care**

A white line-art icon on a red-to-orange gradient background. It depicts a hand pointing at a computer monitor that displays a white plus sign (a medical symbol). A speech bubble with three dots is positioned above the hand, indicating communication or engagement.

[Click to learn more!](#)

2023 3M Client Experience Summit

The future is now. Let's go.

May 22-25, 2023
Atlanta, Georgia

3M Client Experience Summit for 2023, we are excited to be at a new location and venue at the iconic **Westin Peachtree Plaza Hotel** in the heart of downtown **Atlanta, Georgia**. Mark your calendars for **May 22 – 25, 2023**. Each year, 3M brings together our most valued clients and colleagues to discuss evolving trends in the health care industry, learn about new opportunities in care and technology, share best practices and celebrate successes in innovation. And each year, we keep expanding and adding new and exciting opportunities!

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Thank you for joining!