

## 3M™ Quality Services

- Helps identify the root cause of quality performance issues
- Builds a hospital-specific workflow for either concurrent or post-discharge quality reviews
- Provides accurate, complete and compliant reporting of quality metrics
- Monitors data to ensure continued growth and progress

### The 3M advantage

With 3M Quality Services, you can focus your quality initiatives on the right problems and help ease “quality initiative fatigue” in your clinical, support and administrative staffs.

3M consultants use software tools and their expertise with public and 3M-proprietary quality metrics to determine if a perceived quality issue or low report card score may be due to:

- Documentation issues
- Missed clinical documentation improvement (CDI) query/clarification opportunities
- Coder or coding issues
- Hospital policy or guideline issues
- Clinical quality or patient safety concerns
- Training and communications

### The challenge

Hospital quality scores are being made public on the Internet every day. Whether from Medicare’s Hospital Compare website, dozens of private media companies, or even from dissatisfied patients themselves, a hospital’s reputation can be publicly challenged on a daily basis. Hospitals need to do all they can to make these public-facing scorecards accurate and protect their reputations.

In addition, the healthcare industry is moving away from standard fee-for-service reimbursement and closer to value-based purchasing programs, risk sharing agreements and “payment adjustments” on traditional reimbursement programs. Healthcare organizations need to embrace this challenge to thrive in this new environment.

### Investing in the right programs

Hospital staff is stretched with the demands of healthcare reform, cost pressures, increasing regulation and the omnipresent quality initiatives, which can create initiative fatigue and reduce the positive results of each new quality program. Hospitals need to focus on their own effectiveness and efficiency with crucial initiatives, rather than moving from one fad to another.

### The solution: 3M Quality Services

3M Quality Services can help clients identify the root cause of a quality issue by determining the accuracy of the documentation first—viewing quality from a documentation perspective to create a long-term solution that can help deliver improved quality measures and outcomes.



# 3M™ Quality Services

## Concurrent quality review technology

Powerful 3M NLP technology automatically analyzes available patient data—including EHR templates and dictated documents—to identify unclear, unspecified or missing diagnoses and gaps in documentation.

Query technology enables automated and custom physician queries to clarify missing information.

Automated case-finding logic uses algorithms to identify the specific cases with early warning quality indicators so your team can zero in on the cases that matter most.

## Concurrent reviewer workflow

3M's artificial intelligence tools monitor and prioritize documentation throughout the patient stay. This enables CDI teams to identify and share early warning quality indicators with quality teams while the patient is still in house. This helps identify patient safety concerns as either documentation, coding, or patient care issues.

In addition, this can help clear up data to further analyze and identify root causes, without false positives.

## Root cause analysis and prevention

Eliminating false positives from coding and documentation issues reduces the noise and enables accurate reports on quality issues for a clean root cause analysis. After identifying improvement opportunities, CDI and quality teams can create and execute action plans to improve the quality of care.

Outcomes	3M services include
Accurate quality scores	<ul style="list-style-type: none"><li>• Analysis of severity of illness (SOI) and risk of mortality (ROM)</li><li>• Benchmarking against state averages</li><li>• Education of CDI, physicians, and coders on SOI and ROM</li></ul>
Decrease in Medicare readmissions penalties	<ul style="list-style-type: none"><li>• Review and analysis of Hospital Wide All Cause Readmissions (ACRs) potentially preventable readmissions (PPRs)</li><li>• Education on ACRs, PPRs</li></ul>
Improved reputation and public quality scores	<ul style="list-style-type: none"><li>• Review and analysis of Patient Safety Indicators (PSIs)</li><li>• Concurrent review of workflow for PSIs</li><li>• Education on PSIs</li></ul>
Reduction of reported complications	<ul style="list-style-type: none"><li>• Review and analysis of hospital-acquired conditions (HACs) and potentially preventable complications (PPCs)</li><li>• Review of present on admission (POA) standards</li><li>• Training on HACs, PPCs and POA</li></ul>

## An integrated solution

3M Quality Services uses the following technology solutions as tools that support quality improvement:

- 3M™ 360 Encompass™ System
- 3M™ Potentially Preventable Readmissions (PPR) Grouping Software
- 3M™ Potentially Preventable Complications (PPC) Grouping Software

## Call today

For more information on how 3M solutions 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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