

Working Better with Simple Visit Coding

AN ORGANIZATION LEVERAGES SIMPLE VISIT CODING (SVC) TO
MAXIMIZE CODING EFFICIENCY AND REDUCE CODER WORKLOAD

*Reduced Annual Coder "Touches" by over 664K - 12 FTEs
saved by allowing SVC to autocode accounts*



Experience You Can Trust, Results You Can Count On

Executive Summary

Epic's Revenue Cycle

The healthcare organization was deploying Epic's Revenue Cycle modules to its remaining 12 facilities (12 facilities were already live on the full Epic suite of modules). In addition to the organization's goal to successfully implement the new modules, leadership was determined to minimize disruption to AR during Go-live. Furthermore,

leadership desired to accelerate AR by focusing on their decreasing CFB amidst subsequent Go-lives. For the Coding department, this required the expansion of Epic's Simple Visit Coding (SVC) functionality to reduce coder "touches" and maximize coding productivity.

Results of the SVC Expansion During FY 2018

- Over 664k accounts successfully "auto-coded" by SVC (meaning that no coders needed to code the account prior to bill drop), resulting in a 70% Success Rate (Coding Status set to Complete by SVC and therefore requiring no coder intervention)
- An estimated 12 FTEs saved by allowing SVC to autocode accounts 1
- An estimated \$1M savings due to FTE offset 2

**664K ACCOUNTS
SUCCESSFULLY
"AUTO-CODED" BY SVC**

**ESTIMATED
\$1M SAVINGS
DUE TO FTE OFFSET**

1. FTE hour reduction utilizing AHIMA's coding production standards.

2. Based on AHIMA's 2016 Salary Snapshot



About the Client

The healthcare organization is comprised of 23 hospitals and hundreds of clinics, urgent care, and medical center locations.

The Challenge

In order to successfully adopt the change of a new Revenue Cycle EMR suite of products while reducing CFB and accelerating AR, the organization knew it must find ways to allow coders to focus on more complex & high dollar accounts without entirely relying on mandated overtime and contract coders.

The Objective

The key objective was to keep coders coding what they truly needed to code, while getting more accounts, not requiring coder intervention, out the door in a shorter time frame.



How We Helped

STEP 1

The Approach

The Wilshire Group provided expertise to help scope, build, test, and deploy SVC. We partnered with the organization to discuss opportunity areas to implement this functionality – key focuses were on account complexity, “upstream” workflow adherence & watch points, departmental specialties/services, etc.

STEP 2

The Research

The organization lent key insight on coding compliance/guidelines, CPT and service/specialty expertise, and organizational knowledge about clinical, registration & scheduling, and other ancillary workflows and integration points. By combining these knowledge areas, the client developed a comprehensive & calculated SVC scope. The Wilshire Group developed a framework to thoroughly test, implement, and proactively & retroactively test the success of the new SVC deployment.

STEP 3

The Solution

In order to provide increased transparency and facilitate future reporting & process improvement initiatives, The Wilshire Group provided a customized setup to uniquely track every account that underwent SVC. This customization facilitated troubleshooting and inter-departmental follow up (allowing Coding operations to discuss “upstream” workflow issues) by associating each account with a subcomponent of SVC scope – e.g. differentiating Lab from Path from Neurology from Diagnostic Radiology, etc.

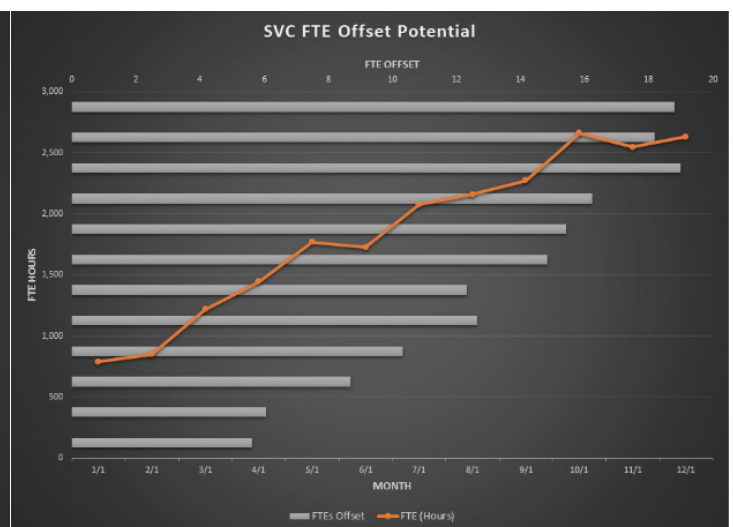
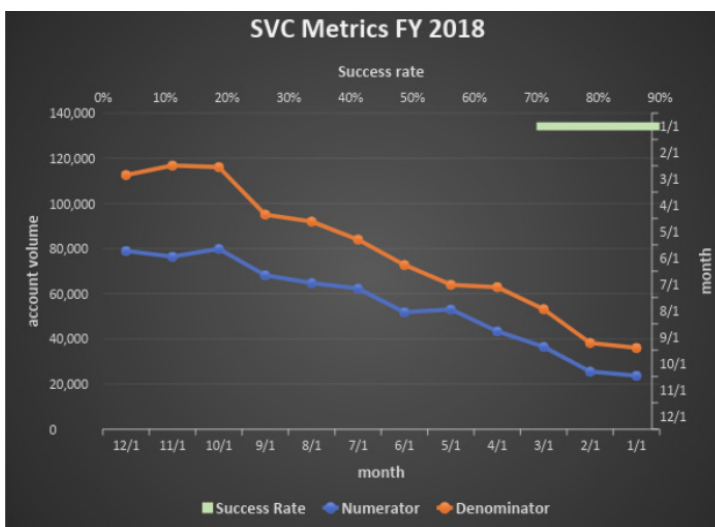


Results

The “Bucketed” Approach

In addition to the aforementioned quantitative results & benefits, due to the forethought given to the custom configuration along with the deployment methodology, the organization was able to effectively test and iteratively deploy SVC via a “bucketed” approach. The implementation resulted in a successful partnership between Coding Operations and IT, allowing for more efficient &

timely troubleshooting and scope alteration required to maximize SVC efficacy. Furthermore, this process fostered & enhanced working relationships between departmental leadership. Each leader understood the importance of their workflow adherence due to its impact on the success of SVC. This increased communication and cooperation between these departments and Coding leadership.



Future Plans

Positioned for SVC Success

Due to the reporting capabilities afforded by the customized configuration of SVC and the organizational understanding of the importance of SVC (and thus workflow adherence), the organization is well positioned to track its SVC success, analyze data to locate areas of improvement, and identify additional areas that would be ideal SVC candidates.

Thank You, Let's Chat!

Your solution needs a personal touch.
Good thing we're personal people.
Reach out and talk to a real person.

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