

Type

**Analytic Accelerator**

Status

**Analytic Services**

Revised

**2017-May-30**

### Technical Description

The **Health Information Management (HIM) Documentation Workflow Analyzer** Analytics Accelerator is a reporting and analysis tool that allows senior leaders and HIM managers to quickly uncover issues and opportunities related to clinical documentation and coding. It provides executive level KPI's, historical performance trending and HIM worklists to improve process visibility and coder productivity.



### Accelerator Overview

Metrics to monitor the discharge documentation process needed prior to final billing.

### Benefits and Features

- Discover trends in coding and clinical documentation timeliness
- Documentation timeliness trending by physician has account level drill through allowing management to hold physicians accountable to documentation polices
- Coding worklists prioritized by issue and last action enables HIM to work more efficiently
- Trending over time allows performance tracking so management can determine the effectiveness of process improvement initiatives
- Application is automatically refreshed as new data is available.

### Opportunity Insights

- Increase in Coder productivity
- Reduction in AR Days
- Reduction in Days in DNFB
- Decrease in outstanding/ Delinquent Documentation

## Use Cases

- Coding department is missing a document required to complete coding. The coder sends a message to the doctor to complete and sign the document. Rather than manually checking the account every day the tool will flag the account and populate a worklist when the document has been completed.
- DNFB is growing and the HIM manager states that Dr. X consistently takes 90 days or longer to complete documentation. The health system documentation policy states that documents must be completed within 30 days. Administration opens the tool and looks up the physician and sees the same trend. They can then create a performance improvement plan, go to the physician with examples of their delinquent accounts, and compare the physician to the performance of their peers.

## Data Sources

This product may leverage one or more of the following sources:

- EMR - Clinical
- Other Sources
- Other:
  - EMR
  - Documentation Module
  - Coding Worklist

## Key Measures

- **Accounts not Coded** (Current and Historical Trending) - Dollars Outstanding, Volume Outstanding, Average Days Outstanding, Provider, Primary Payer, Location, Unbilled Reason
- **Coding Worklist** - Coder, Issue, Age, Total Charge Amount, Last Action/ Ready for Review
- **Documentation Timeliness** - Provider Specialty, Provider, Average Days to Complete Documentation, Volume of Accounts, Account Level Detail

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