

**Healthcare**

# Guidehouse Inpatient Severity Capture Program

**Client Results**

By utilizing advanced data analytics and our processes, our healthcare clients have experienced the following:

**Client 1: Large Academic Medical Center**

- Focused included two specialties—Cardiac Surgery and Cardiology
- Realized annualized \$4.32 M improvement in net revenue
- Decreased unproductive query volumes by 22%

**Client 2: Multiple Facility Health System**

- Focused on Hospitalists across all facilities
- Realized annualized \$11,67M improvement in net revenue
- Increased CMI for Hospitalists by 5.7% compared to base line

**Problem**

Why do we have an established Clinical Documentation Improvement (CDI) program but continue to have the same query rates on specific clinical conditions year over year?

Why as a CDI Director can I not easily answer questions from finance concerning an increasing or decreasing Case Mix Index (CMI) without spending hours if not weeks analyzing data which may change the following quarter?

For a long-time organizations have constructed CDI programs with indirect contacts with physicians. The majority of the conversations had with physicians sent from both CDI and Coding departments are through queries.

Along with the lack of physician engagement, programs rely heavily on benchmarking. A must in today's healthcare climate is understanding what your organization's unique clinical patient mix is and where the opportunity can easily be located. Without this information, CDI programs continue to struggle establishing expected measures for metrics like CMI, as well as, tracking and adjusting to specific physician behaviors.

**Point of View**

Guidehouse believes physician engagement is essential for CDI programs in the future. Utilizing advanced data analytics your organization can drive physician focused education based on their specific behavior. Clear and actionable reporting based off accurate physician attribution methodology can aide in physician engagement within a CDI program.

Advanced data analytics that can drive down to actionable areas of opportunity unique to your organization is also important. Understanding what your unique clinical patient mix is, along with areas of focus (physician groups, individual physicians, specific clinical conditions) is also essential to get to accurate severity capture within the documentation.

Guidehouse believes leveraging your patient data to measure current vs. expected performance is crucial to understanding areas of opportunity. No matter what you are trying to measure (CMI, Mortality, Re-admission, LOS) having the clinically expected value unique to your organization is the most efficient way to address current obstacles and get back to the fundamentals concerning documentation.

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## Solution

### Collaboration



Guidehouse's severity capture experts collaborate throughout an organization's departments (CDI, Coding, HIM, Physician Leadership, Quality, and Finance).

### Assessment



Comprehensive review including people, process, and technology. Use of advanced data analytics to find areas of opportunity with actionable data to enact movement toward more accurate severity capture.

### Custom Program Design



We tailor our program to meet individual organization needs in recognition that no two facilities are alike. Our design is meant to be sustainable over time.

Guidehouse provides strategy around the following:

- Design Workflow / Toolkit for data driven process
- Assign key stakeholders to ensure initiative's success
- Structured Action Plans to drive change
- Establish Dashboards (CMI, LOS, Mortality, Re-Admission) at the organization, facility, physician, and clinical condition level
- Detailed CMI Analysis
- Establish Ongoing Monitoring and Actionable processes

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### About Guidehouse

Guidehouse is a leading global provider of consulting services to the public and commercial markets with broad capabilities in management, technology, and risk consulting. We help clients address their toughest challenges and navigate significant regulatory pressures with a focus on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that prepare our clients for future growth and success. The company has more than 10,000 professionals in over 50 locations globally. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving economies around the world. For more information, please visit: [www.guidehouse.com](http://www.guidehouse.com).

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