



PIH Health Successfully Launches CDI Program Through Guidehouse Engagement



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“Our CDI program has enabled us to ensure complete and accurate capture of clinical documentation in our patients’ medical records. Guidehouse was instrumental in helping us to develop our program. We continue to initiate programs that focus on our mission to serve and depend on business partners that assist us in meeting our goals.”

Cole Christianson
Vice President, Revenue Cycle
PIH Health

Challenge

A provider’s clinical documentation improvement (CDI) program is vital to its revenue cycle health. A strong CDI program can fix the gaps in cost and quality reporting and — given the amount of change related to electronic health records, ICD-10 and recovery audit contractor audits — there is added impetus for a laser-focused program to target quality documentation and accurate reimbursement. Trained CDI specialists review clinical documents and provide feedback to physicians as part of an ongoing effort to maintain the quality of documentation and provide certainty that the care delivery corresponds to the diagnoses being made.

In 2017, PIH Health partnered with Guidehouse to launch a new CDI program. The initiative required additional CDI specialists who needed training and support.

Solution

Working with Guidehouse, the CDI specialists at PIH Health underwent a seven-week training period onsite that included formal classroom education on all Medicare Severity-Diagnosis Related Groups, CDI strategies, and the compliant query process. Additionally, the specialists benefitted from mentoring and one-on-one shadowing — guidance that assisted them in their daily workflow process.

The program’s new workflow design included best practice CDI record review and placement of compliant queries, actions that proved to increase productivity over time. To continue the success and growth of the CDI program, a steering committee was developed that fosters ongoing interaction of the executive team and the CDI specialists. Auditing will be scheduled by the leadership team as part of the oversight function.

Results



About PIH Health

PIH Health is a nonprofit, regional healthcare network that includes two hospitals, numerous outpatient medical offices, a multispecialty medical (physician) group, home healthcare services and hospice care, as well as heart, cancer and emergency services. PIH Health is dedicated to putting patients first—a cornerstone of its **mission, vision and values**. Its facilities in Whittier and Downey, California, serve more than two million residents in Los Angeles and Orange County and throughout the San Gabriel Valley.



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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 with a focus on markets and clients facing transformational change, technology-driven innovation and significant regulatory pressure. Across a range of advisory, consulting, outsourcing, and technology/analytics services, we help clients create scalable, innovative solutions that prepare them for future growth and success. Headquartered in Washington DC, the company has more than 7,000 professionals in more than 50 locations. 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 national and global economies. For more information, please visit: www.guidehouse.com.

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