Case study:

Sustained 15% CMI Improvement with 3M™ Advanced CDI Transformation Program
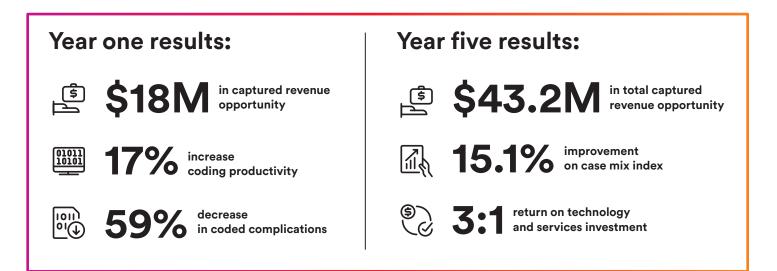
The situation

In 2017, a U.S. health network wanted to improve its clinical documentation integrity (CDI) program. Lacking a data-driven approach to measure CDI's impact on quality and financial metrics, the organization launched a CDI-transformation initiative using tangible, actionable data through **3M™ 360 Encompass™ System,** enhanced with consulting, education, tracking and reporting via **3M™ Advanced CDI Transformation Program.**

The solution

3M interviewed staff, reviewed workflows, audited more than 1,000 charts and analyzed one year of claims data to generate insights down to the patient level. This led to several key new policies and improvement efforts.

The team began providing real time documentation support with CDI specialists participating in clinical rounds and answering staff questions. The scope of CDI review expanded from diagnosis related group (DRG) assignment to include severity of illness (SOI), risk of mortality (ROM) and potential missing comorbidities. For the coding team, a strong development focus increased credentialed coders from 20 percent to 98 percent, helping boost productivity by 17 percent.

The engagement of 60 physician champions vastly improved documentation efforts. In addition to physician-to-physician training, doctors also benefitted from CDI and coding teams standardizing queries across the network, resulting in a better user experience for physicians and a higher response rate.

Year one results:

$18M in captured revenue opportunity

17% increase coding productivity

59% decrease in coded complications

Year five results:

$43.2M in total captured revenue opportunity

15.1% improvement on case mix index

3:1 return on technology and services investment

3M