



Baptist Health Conducts Pulse Check for Optimized CDI

Current State Evaluation from ChartWise Identifies Areas of Immediate and Continued Enhancement

SITUATION

Louisville, Kentucky-based Baptist Health, serving a regional community with nine hospitals and more than 2,700 licensed beds, invested strategically in Clinical Documentation Integrity (CDI) across the last two decades. Understanding the improved results to financial stability and patient care, executive leadership at the system and hospital level strongly support this mature CDI program and foster a culture of collaboration and continuous improvement.

With constant change in regulatory initiatives, payor requirements, industry best practices, and even available technology, maintaining and measuring the effectiveness of a CDI program can challenge even advanced systems like Baptist Health. To get a pulse check of their program, Baptist Health looked to Kentucky Hospital Association affinity partner ChartWise CDI.

CURRENT STATE EVALUATION

The Louisville, Lexington, and Hardin facilities were selected for ChartWise's Current State Evaluation, a comprehensive report examining key stakeholder interviews, observation of CDI workflow, retrospective record reviews, assessment of CDI software utilization, and analysis of basic CDI metrics. The objective was to identify overall strengths and areas for potential improvement, followed by recommendations to improve operational effectiveness, optimize current resources, and advance the CDI program.

The benefit is an objective review using real data and unbiased expertise that immediately identified enhancements using existing resources. Moreover, using standard benchmarks and best practices, ChartWise provided Baptist Health long-term recommendations for the continued health of their CDI program.

RESULTS

For Baptist Health, the most immediate benefit, even prior to delivery of the final report, was to understand the impact of staffing on case review. This justified a return of furloughed CDI staff, able to swiftly enable a review rate at greater than 95%.

As relayed by Executive Director of Health Information Management for Baptist Health, Brenda Beckham, "The saying is, 'You get what you pay for.' Yet at every step, ChartWise exceeded our expectations by that or any other measure. The Current State Evaluation provided much more than we could have anticipated in our ability to implement improvements right away."

Charles Colvin, Baptist Health's Vice President of Revenue Strategy, who played a key role in kicking off the process, noted, "We knew a comprehensive review of our CDI program was something we had wanted to do to measure and validate our progress in supporting a sustainable revenue cycle. ChartWise provided the expertise and the process to make that a reality."

THE NEXT STEP

With final reports for all three Baptist Health facilities delivered, facility and system leaders can turn an eye towards not only implementing recommendations, but maintaining the right balance of people, processes, and tools that will enable these to be continually refined and consistently measured for success. The information imparted will not only support efforts towards continuing education and renewed collaboration towards defined objectives, but ChartWise will also directly demonstrate technology and reports that ensure these objectives will be met well into the future.