

2023 VIZIENT CONNECTIONS SUMMIT

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SEPT. 18–21, 2023
WYNN, LAS VEGAS

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Artificial Intelligence Gaps: Concurrent Coders to the Rescue — Traditional CDI, Nontraditional Methods

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Learning Objectives

- Describe the use of a clinical database to improve documentation of the risk of mortality and increase revenue capture.
- Use artificial intelligence to address the increased need for Clinical Documentation Integrity (CDI) review.

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Intermountain by the Numbers



7 Primary States
(UT, NV, ID, CO, MT, KS, WY)



63,000+
Caregivers



32 Hospitals



1,089,000+
SelectHealth
Members



\$14.7 Billion
Total Revenue



4,699
Licensed Beds



385
Clinics

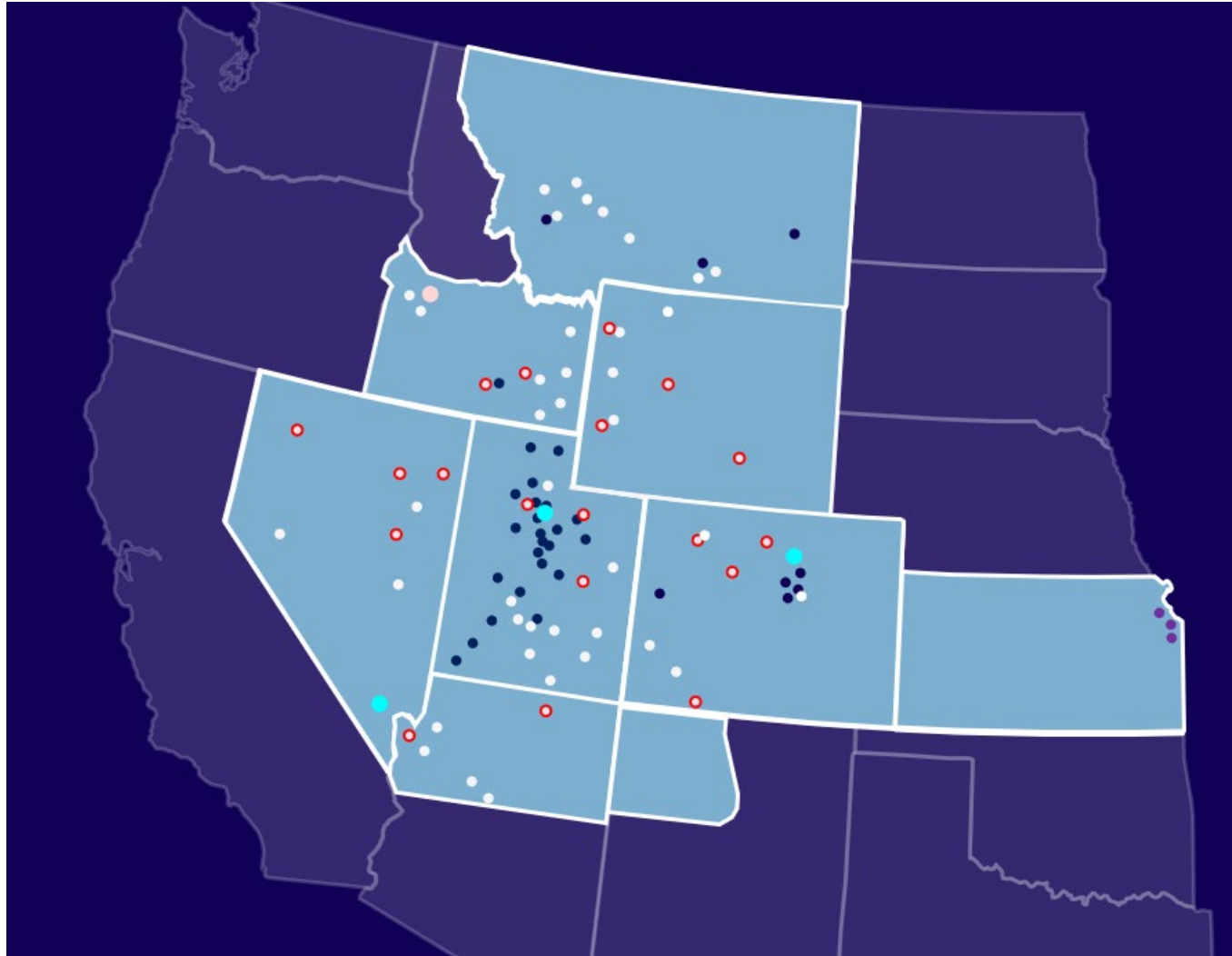


4,200 Employed
Physicians & APPs

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Intermountain Health's Current Footprint



- Hospitals
- Region HQ
- Saltzer Health
- Affiliate/Outreach Partnerships
- Classic Air Medical Bases
- Peaks Region safety net clinics

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Supporting Teams in Clinical Excellence

Executive Team

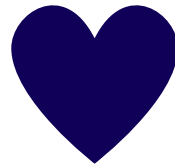


VP Chief Quality and Safety Officer
AVP Clinical Excellence Operations
Executive Director Nursing

System Led • Locally Deployed • Caring and Learning Together



Safety &
Clinical Risk



Experience



Quality



Infection
Prevention



Patient
Advocacy



Regulatory
Affairs



Clinical Data



Physician
Advisor
Services /
CDI



Human
Factors &
Clinical
Performance



Clinical
Policies



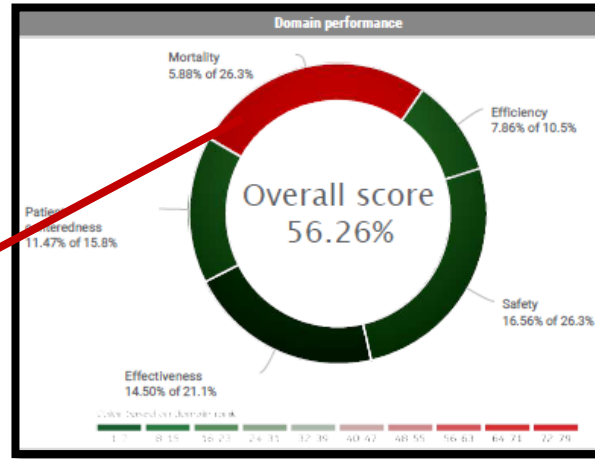
Local Care
Site Leader

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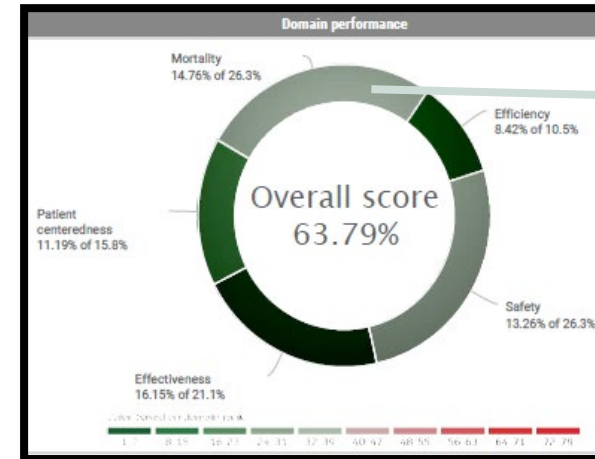
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Quality and Accountability (Q&A) in 2018 – Period 4 (Annual)

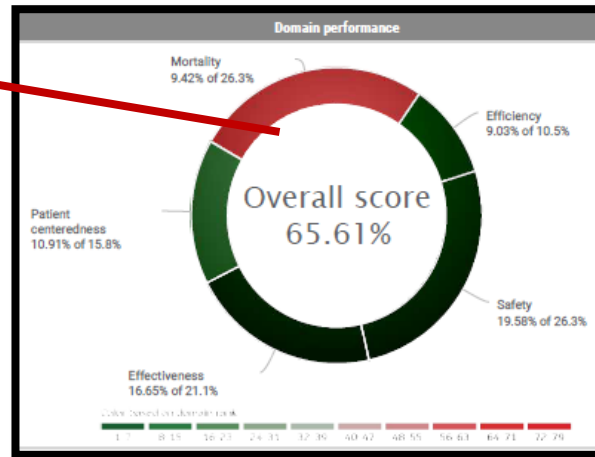
**St. George
Regional Mortality
5.88% of 26.3%**



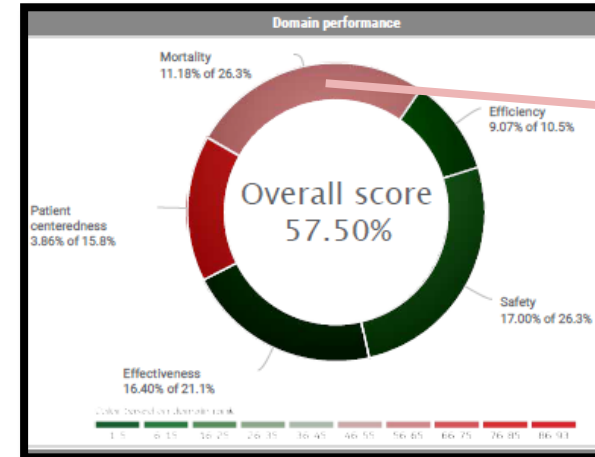
**Utah Valley
Mortality
14.76% of 26.3%**



**McKay-Dee
Mortality
9.42% of 26.3%**



**IMED
Mortality
11.18% of 26.3%**



Source: Vizient

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Overview

- Opportunity in 'Expected' and 'Observed' Mortality
- Clinical Documentation Integrity (CDI) Core-curriculum Education for providers
- Clinical Data Base (CDB) guided prioritization for CDI nurses to review charts
- AI tools to help augment CDI chart reviews
- Concurrent coders to bridge the gap

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CDI Prioritization

- MS-DRG prioritization (Auto-suggested; New; Concurrent; Post Discharge)
- Artificial Intelligence (AI) for opportunity risk variables (Physician facing nudges and CDI facing evidence sheets)

Challenge:

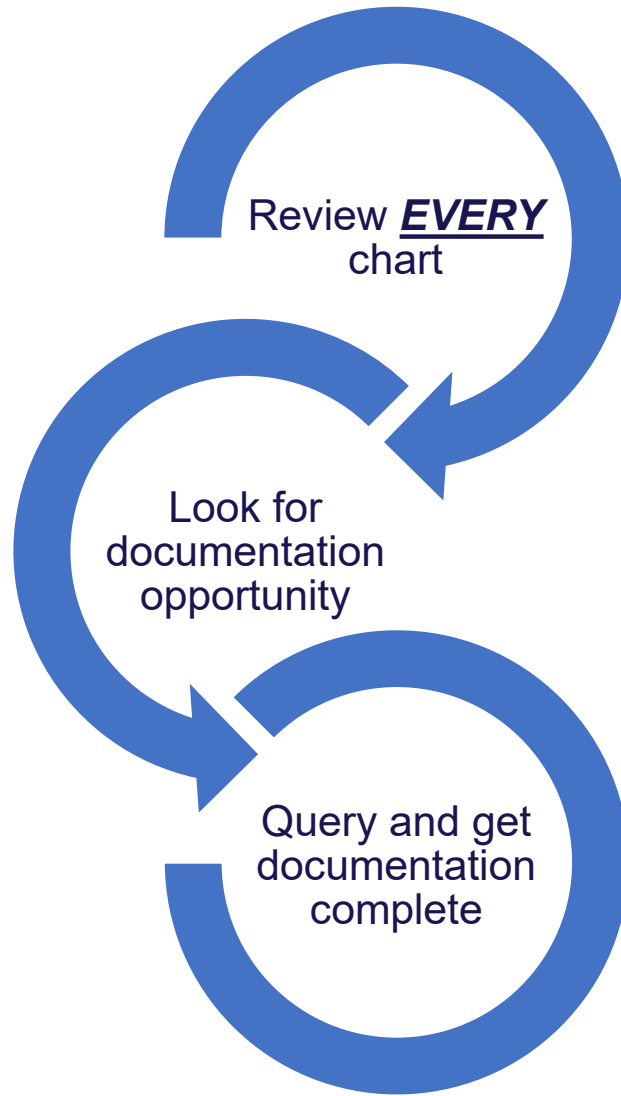
Prioritization is only as accurate as Auto-suggested DRGs by computer assisted algorithm

Often, reviewed cases do not yield queries and hence no impact!

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Ideal CDI Process



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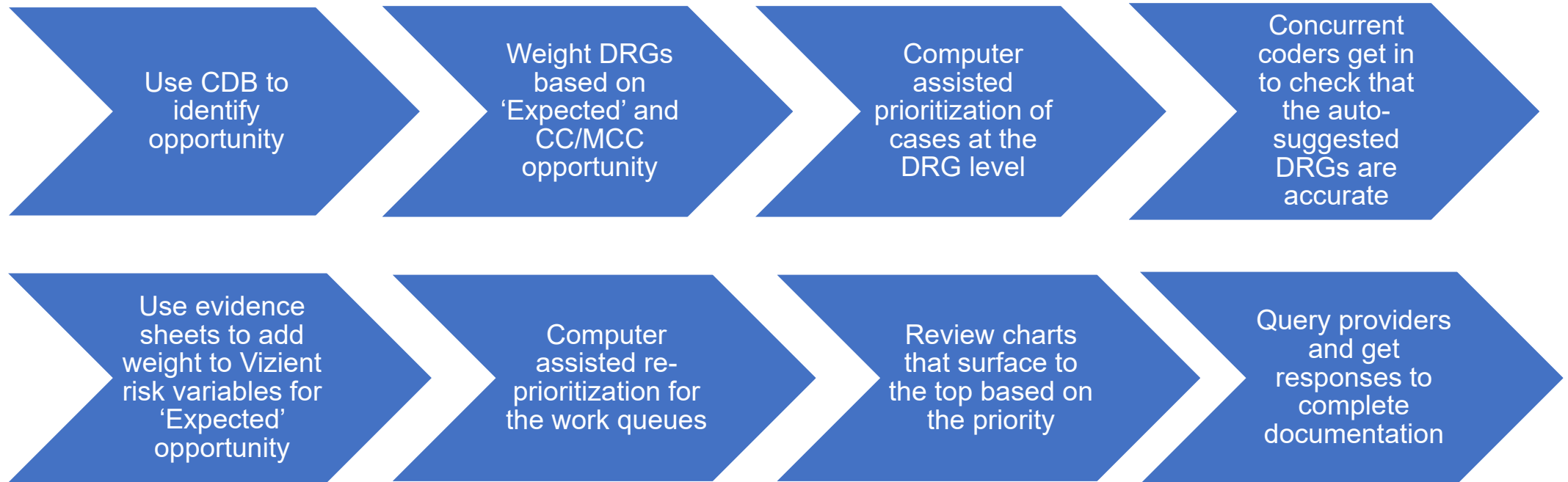
CDI Process – with CDB data



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CDI Process – with AI and Concurrent Coders



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Concurrent Coders – Standard Operating Protocol

- Case Prioritization
 - Review all cases that need a follow up
 - Review all cases with new documents
 - Review highest weighted new cases
 - Conclude with highest DRG inaccuracy list
- New Case Selection
 - Select only new cases that are NOT reviewed by a concurrent CDI already
- Concurrent Coding
 - Calculate the Working DRG by assigning appropriate diagnosis and procedure codes
 - Be sure to include all CC/MCCs, HCCs, and procedures
 - Assign accurate POAs to all diagnosis codes
 - Assign dates to any procedures performed
 - If there is not enough documentation to assign the Working DRG correctly schedule a follow-up

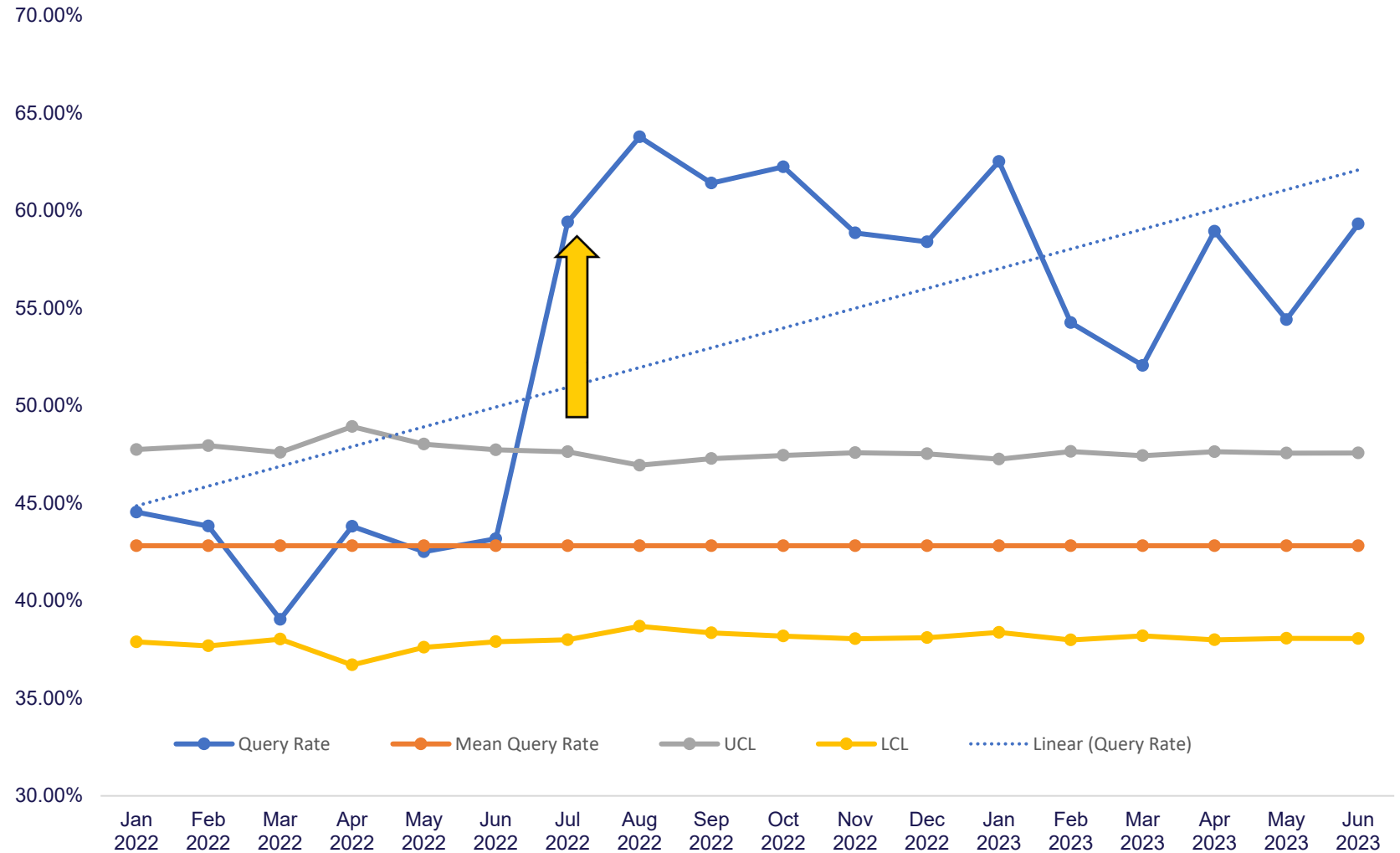
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Outcomes – Query Rate

Month	Avg. Query Rate
Jan 22 – Jun 22	42.62%
Jul 22 – Jun 23	58.79%

* July 2022 – Started the concurrent coder program

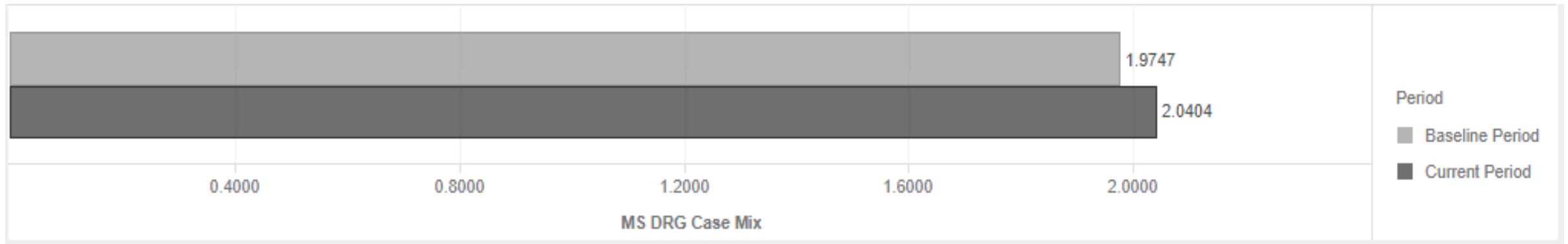


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Outcomes – Impact on Case Mix Index (CMI)

Baseline Period: 01/01/2022 – 06/30/2022

Current Period: 07/01/2022 – 06/30/2023



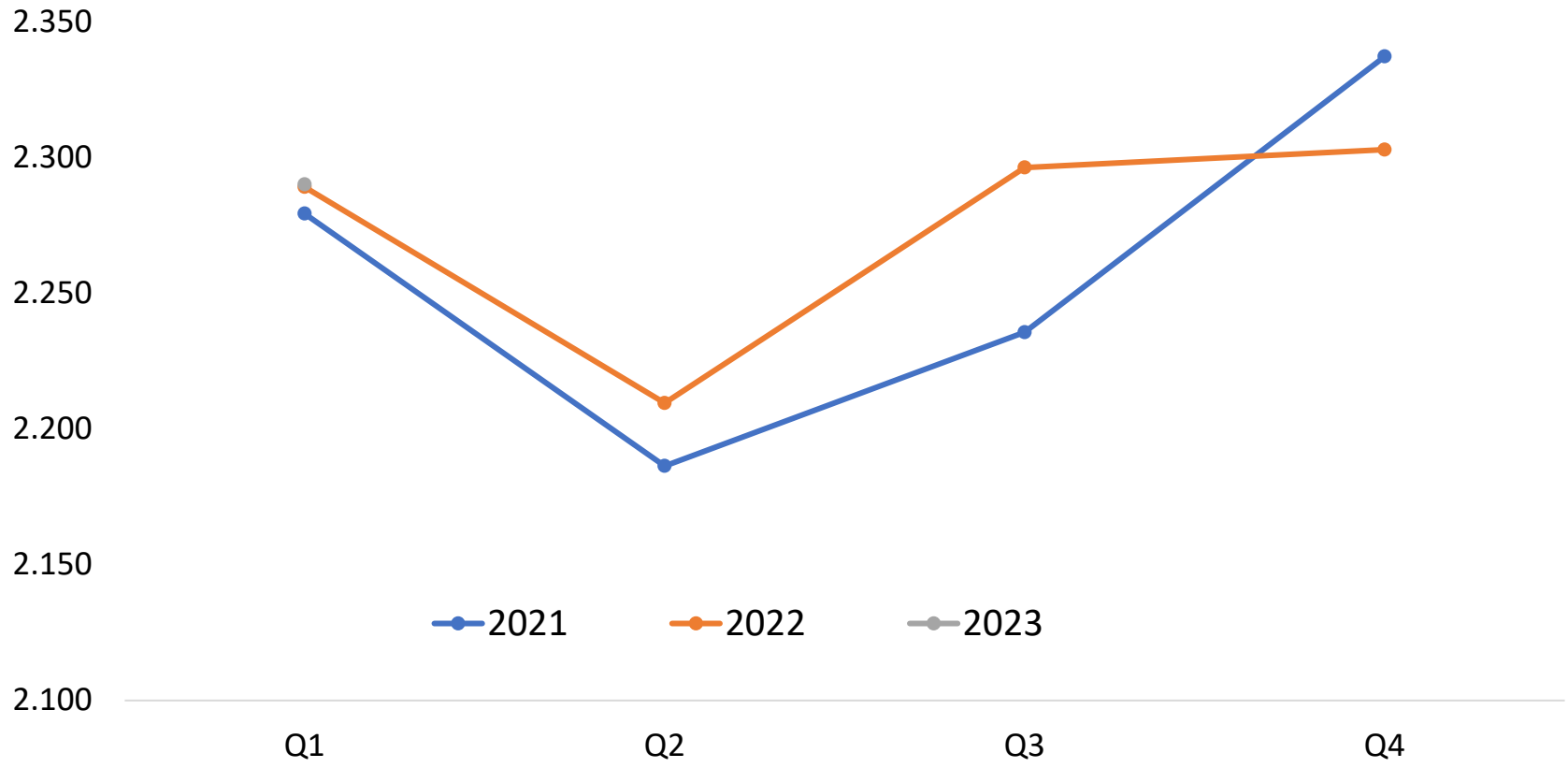
* July 2022 – Started the concurrent coder program

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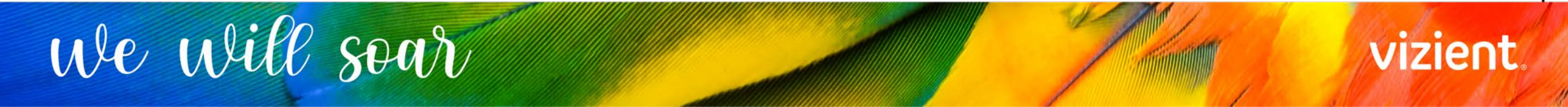
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Outcomes – Impact on CMI

IMED CMI



Excluded Cohorts: Transplant services, Ob/Gyn, Rehab, Psych, Burns, Neonates, Normal Newborns, BMT



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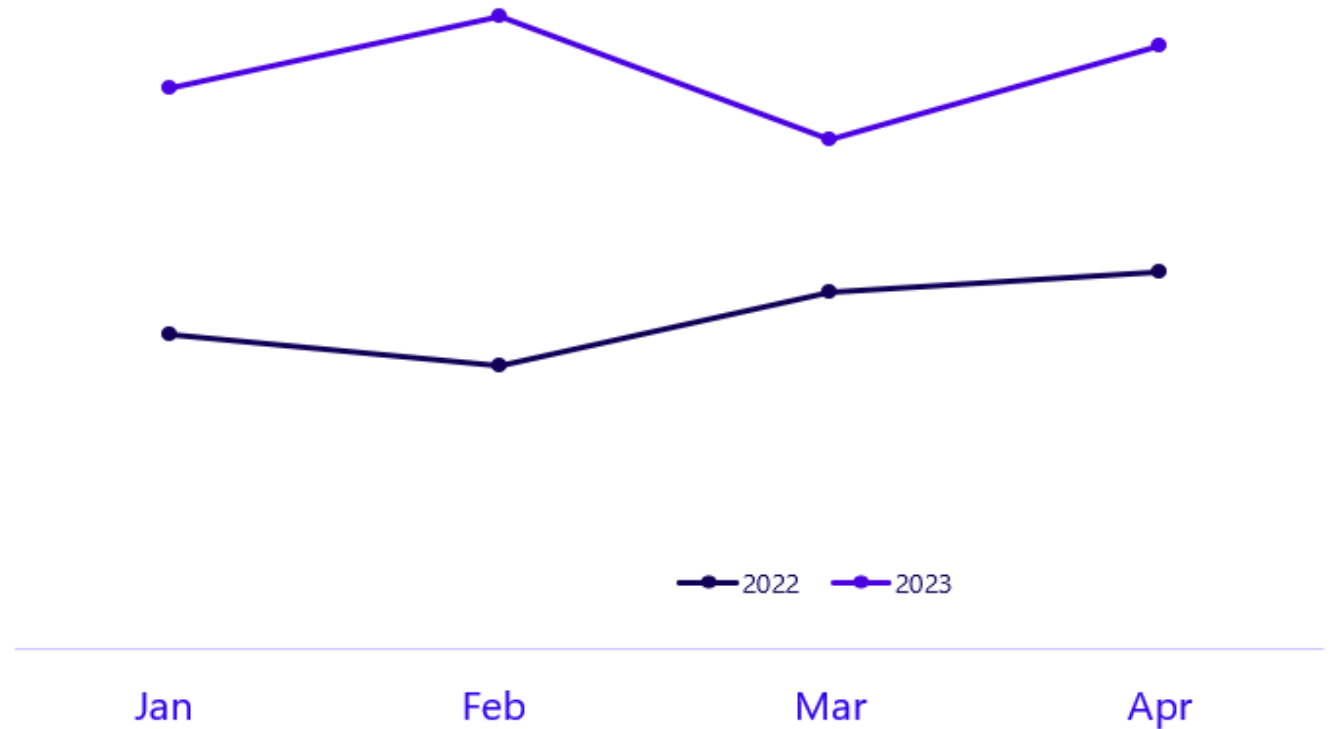
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Outcomes – Financial Impact

Month	Avg. Financial Impact per month
Jan 22 – Apr 22	\$ XX M
Jan 23 – Apr 23	\$ (XX + 53.4%XX)M

* July 2022 – Started the concurrent coder program

\$\$ Millions



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Outcomes – PSI Improvement

PSIs REMOVED 2022				PSIs REMOVED 2023 (YTD – 6/30/23)			
CONCURRENT	PREBILL	2022 TOTAL	FINANCIAL IMPACT	CONCURRENT	PREBILL	2023 TOTAL	FINANCIAL IMPACT
212	145	357	\$6.1M	143	105	248	\$5.05M

*PSI 03	14,506
*PSI 06	18,000
*PSI 09	21,431
*PSI 10	20,529
*PSI 11	24,659
*PSI 12	17,367
*PSI 13	29,507
*PSI 14	31,963
*PSI 15	15,334

*Per Vizient – Pay for Performance impact is shown in the table above

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Outcomes – Q&A

Intermountain System

2018 Period 4: Vizient Quality and Accountability Opportunities

Overall Percentile Ranking



2023 Period 3: Vizient Quality and Accountability Opportunities

Overall Percentile Ranking



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Additional Tactics and Next Steps

- Coding DRG Mismatch Reviews
- Low Acuity DRG Reviews
- Unreviewed Cases Prioritization

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Lessons Learned

- Prioritization of cases is only as accurate as the computer assisted coding algorithm that is working in the background.
- Use AI to elevate CDI program to cover more than standard CC/MCC documentation opportunity.
- Using a small team of concurrent coders helps improve the prioritization and makes sure the reviews that are done are impactful.

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Key Takeaways

- Think outside the box to review the cases that are most impactful.
- AI may be used to stretch the scope of traditional CDI to go beyond standard CC/MCC review.
- Concurrent coders can ensure that the prioritization is working as it is supposed to.
- Query rates and financial impact are improved by the creative utilization of AI and a small team of concurrent coders.

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Questions?



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