



WHITE PAPER

OUTPATIENT CLINICAL DOCUMENTATION INTEGRITY SOLUTIONS

CUSTOMIZED INTELLIGENCE THAT DRIVES POSITIVE OUTCOMES

Optimize Performance. Minimize the Risk.

The current trajectory of U.S. healthcare points to the growing number of outpatient visits and procedures. As a result, alignment of quality measures, data accuracy, and revenue integrity are important initiatives in the outpatient setting. Yet, many healthcare organizations struggle with where to start and implement change to meet these initiatives. AMN Revenue Cycle Solutions has the answer. We enable you to reduce complexity, increase

efficiency and improve patient outcomes successfully. We offer solutions led by CDI RN professionals, CDI HIM professionals, and providers whose primary focus is enhancing documentation practices in outpatient settings. Efficient documentation practices are intrinsically linked to optimal clinical care, data quality, and appropriate reimbursement.



Our solutions are tailored for each client and centered on meeting their goals and initiatives, whether the focus is financial, clinical, and operational. We identify documentation practices, improvements, workflow and craft processes, and education that surround documentation integrity. Projects may be conducted onsite or remotely, depending on the facility setting.

By implementing the foundations of outpatient CDI training and staffing solutions with AMN, organizations will ensure a long-term CDI program that improves revenue and quality capture, which guards the patient's story and improves the overall health status of the patient population.

A Spectrum Of Services To Analyze Train And Support Improvement

Our advisory solutions team will provide independent and unbiased assessments, identifying challenges, tailoring strategies, and highlighting areas of opportunity. We begin by analyzing your current state. Then, we'll work with you to develop clear plans for success, leading to a future state that supports the achievement of your goals.

Solutions We Offer:

- Program Assessment
- Proof of Concept Pilot
- Program Design
- Physician Education
- RAF Audits
- Documentation Audits
- Staff Augmentation: CDI, Coding, Leadership







Metrics of Success

Business Challenge

Revenue attrition, regulatory changes, and quality metric reporting move outpatient CDI to the forefront of imperative initiatives within healthcare organizations. However, the lack of CDI professionals experienced in the outpatient setting creates significant challenges for these organizations. Without the pioneers to pilot programs, how can organizations solve their resource deficiencies? During the infancy of inpatient CDI, AMN Revenue Cycle Solutions staked its claim within the market by targeting its recruitment efforts to find experienced CDI professionals qualified to work in the inpatient setting. Outpatient CDI is no different.

Solution

AMN Revenue Cycle Solutions identified and hired experienced and qualified resources in the hospital outpatient, clinic, and physician practice settings. Our clients like the idea of using contract staff for pilot outpatient programs for two reasons: 1) It solves the issue of their resource deficiency; 2) It provides scalability to expand outpatient initiatives. Here are four examples of our collaboration with current clients in pilot outpatient programs.

| Our Solutions at Work | Client 1 | Client 2 | Client 3 | Client 4 |
|--------------------------------|---|---|---|---|
| Outpatient Segment | Emergency Department | Provider Practice | Provider Practice | Provider Practice |
| Health System | Large | University | University | Large |
| Focus | Hospital Observation Rate | HCC Capture Medicare Population – High-Risk Patients with Low RAF Scores | HCC Capture Medicare Population & Problem list | HCC Capture Medicare Advantage |
| Pilot Market | Nevada | California | Illinois | Colorado, Arizona, Massachusetts, Washington |
| Length of Study | Eight Months | Six Months | 60 Days | 60 Days |
| Review | Concurrent | Prospective | Prospective | Retrospective |
| Executive Level Support | CFO | Network CFO | Network CFO | VP, Revenue and Risk Management |
| Staffing | 4 Outpatient CDI Physicians | 3 Outpatient CDI RNs | 3 Outpatient CDI RNs | 1 Outpatient CDI RN & 1 Physician |
| |  |  |  |  |
| Financial Impact | Observation Conversion = \$1.8M ED Conversion = \$11M | RAF Score improved by 50% resulting in the projected financial return of \$24M over three years | \$3.1M in revenue capture | Claims reworked resulted in \$300K in impact |

We deliver the most comprehensive services to help healthcare organizations succeed – and save money – in a patient-centered world through our revenue cycle solutions.

About AMN Healthcare Revenue Cycle Solutions

AMN Healthcare (AMN) Revenue Cycle Solutions is the industry's most experienced, mid-revenue cycle provider. We use business intelligence and data analytics to uncover opportunities to place highly skilled professionals and improve revenue capture and savings by providing measurable benefits. This approach offers our clients certainty, credibility, and serves as a call to action for positive change. With AMN solutions, we deliver the most comprehensive services to help healthcare organizations succeed in a patient-centered world.



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