



# Temporary coding services to quickly reduce periodic backlogs

## The client

This large, regional medical center is the only full-service healthcare provider in its county.

## The need

The client's team was faced with an unexpected spike in census, which led to additional discharges and a \$7 million backlog of inpatient records.

## The solution

Within 48 hours of the client's request for help, we were able to source and place three credentialed inpatient coders with experience working with the client's systems.

## The result

Within the first 30 days, our coders reduced the backlog from \$7 million to \$2 million. And they removed the backlog shortly thereafter.

*"Our coders are available on demand to help with short- or long-term needs."*

—Beth Sheehan, Group Vice President, ComforceHealth

An unexpected spike in census created a challenge for this client that led to a \$7 million backlog of inpatient records.

This client is a large medical facility that functions as their region's only full-service healthcare provider. The client's location, recruiting restrictions, and small local talent pool made it difficult to find quality HIM professionals when needed to temporarily extend their team.

We engaged experienced coders who were able to begin working through the client's backlog within 48 hours.

Our client reached out to us, and within 48 hours we had sourced and placed three credentialed inpatient coders with experience using the client's systems. Our IT department worked with the client's IT team to quickly set up access for our coders.

Our coders greatly reduced the client's backlog within 30 days – and they removed it completely within six weeks.

Our coders were able to reduce the client's backlog from \$7 million to \$2 million within 30 days, and then continued work to remove the backlog completely. We were also able to help the client implement process improvements to reduce future backlogs of this magnitude.

Today, this client continues to call on ComforceHealth for immediate, temporary coding services on demand.

**About ComforceHealth.** ComforceHealth is transforming the delivery of healthcare information services. We provide talent and solutions that enhance our clients' revenue cycle practices and help improve financial performance and quality outcomes through collaborative and solutions-based thinking. Our focus is aligning people, process, and technology to strengthen our clients' compliance, financial, and operational performance. For more information, please contact us at 877-266-3672 or [info@comforcehealth.com](mailto:info@comforcehealth.com)