



### The client

A regional, integrated healthcare provider/payer system with 14,000+ team members, 22 urgent care facilities, and a connected network of 2200 physicians, specialists, and providers serving 2.5 million people across 230+ locations.

### The need

Strategic consulting and staff augmentation services around medical coding and clinical documentation improvement to support a smooth transition to Epic across all facilities.

### The solution

A high-performing team of medical services consultants to support the client through their EMR transition and beyond.

### The result

ComforceHealth has become the client's vendor of choice for medical coding services.

*"Our client chose us because of our people, and they stayed with us because of our commitment to quality service and partnership."*

—Melissa Johnson, Group Vice President, ComforceHealth

## Strategic consulting and staff augmentation services to support transition to a single EMR system

This client was facing people, process, and systems integration challenges as a result of a number of recent hospital acquisitions.

After acquiring five local hospitals in one year, this client was facing the need for integration and transition on numerous levels. One major area of change involved consolidating multiple legacy EHRs and converting the entire health system to EPIC EHR platform.

The client needed a turnkey solution providing the best talent available to prepare for this implementation with little to no loss in production and minimal impact on revenue/reimbursement. They turned to us for help.

ComforceHealth stepped in to help with strategy and execution to support a smooth transition in areas around medical coding and clinical documentation improvement.

We worked with the client to develop and implement a staffing plan and strategy that included screening to the client's specific requirements, administering the client's internal assessment process, and conducting our own ComforceHealth coding exam as well. Top performers were then personally vetted by our Coding Operations Manager before being presented to the client. Due to our success in making effective matches and demonstrating a deep understanding of the hospital's systems, workflows, etc., we eventually became trusted to bypass the client interview in many situations and staff directly.

Our consultants handled the client's workload while their core staff was being trained on the new EMR system. We also brought in clinical documentation staff to accurately capture patient encounters in the EMR and properly reflect the services provided.

With a focus on continual improvement, we became personally and professionally invested in the client's success.

Our involvement in this initiative quickly became a passion for us as we worked with the client to identify and implement improvements in process, skills, and communication. For example, we:

- Worked closely with the client's purchasing department on needs, cost analysis, and pricing for a variety of roles.
- Made recommendations for workflow and work distribution.
- Dedicated Coding Operations Management support to help manage coders and CDI staff to the client's expectations.
- Developed a customized Outpatient Surgery test to include Observations to better address the client's needs.
- Extended internal Coder Education sessions to client coders.
- Provide detailed Quality Reports and Productivity Reports.

We continue to provide and oversee inpatient medical coding consultant solutions for this client.

Our work with this client, which began as an engagement to provide support through a difficult transition, has evolved into a managed solution that today includes a dedicated Account Manager and Coding Manager, Quality Assurance Auditors, and a team of experienced, tenured consultants.

Our team has grown to 15 consultants based on the performance of our group and the high level of service we were providing. When we began services with this client in 2015, we were one of 3 vendors. We now are their sole source for HIM / CDI staffing support.

As additional hospitals are being acquired in 2020, we are working with the client to develop skill sets that match the needs of these facilities, including highly sought-after skill sets such as transplants and cardiology surgical coders, Cancer Registrars, and Coders with Pediatric experience.

*"ComforceHealth is our vendor of choice!"*

-System HIM Director

### 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:

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