

Nearing Industry Standards and Best Practices through Innovative Technology

KEY RESULTS



22%

INCREASE IN
QUERY RATES



20%

MONTHLY GROWTH
IN REVIEW RATES



90%

PHYSICIAN RESPONSE
AND AGREE RATES



85K ADMISSIONS



EMR EPIC



10 HOSPITALS



MINNEAPOLIS, MN

OVERVIEW

Fairview is a large healthcare system comprising 10 hospitals, including community health systems, a large specialty health system, and an academic medical center. The organization supports over 34,000 employees and manages more than 100,000 inpatient admissions annually. To enhance efficiency and documentation accuracy, M Health Fairview's goal was to implement innovative technology to support clinical documentation improvement.

CHALLENGES

Facing inefficiencies that slowed query response times and created inconsistencies, M Health Fairview had limited visibility into query performance and physician engagement, making it difficult to drive meaningful improvements.

Without clear data or insights, efforts to optimize processes or support physician collaboration were often reactive and ineffective.

- ➔ **Volume and Complexity of Work:** Managing charts and prioritization of accounts for CDI teams was difficult.
- ➔ **Workflow Inefficiencies:** Relying on multiple work lists led to uneven workload distribution, contributing to increased staff burnout.
- ➔ **Query Quality and Integration:** Developing standardized, high-quality queries took nearly a year, as their initial exclusion from the legal medical record led to compliance concerns and low physician engagement.



The best piece of Iodine is that clinical piece that is missing from a lot of other software.



A NEW APPROACH

Previous experiences with new systems had created mistrust and anxiety among staff, making change management a critical challenge. To address this, M Health Fairview partnered with Iodine's Customer Success team for tailored support. Through multiple demos and direct engagement with staff concerns, they ensured clear communication and gained buy-in for the following approach:

Implementation Prep

- Conducted a pre-contract workflow evaluation to identify best practices and optimize operational efficiency.
- Focused on transitioning to a single worklist system, improving coverage and reducing staff workload disparities.

Enhancing Query Practices

- Dedicated efforts to create high-quality, standardized queries that improved response and agreement rates.
- Integrated queries into the legal medical record to align with best practices and support physician engagement.

Leveraging Technology for Prioritization

- Ensuring high-impact queries were addressed first.
- Utilized auto-assignment tools to distribute work evenly

OUTCOMES

As a result, Fairview experienced a surge in query volume and review rates, leading to improved documentation accuracy and stronger financial impact. Physician response and agreement rates also rose, reflecting enhanced collaboration and greater acceptance of the CDI process. Leading to the following outcomes:

Query Performance Improvements

- Query rates increased by 20-30%.
- Physician response rates rose to the 90th percentile, a 6% improvement.
- Agree rates climbed to 90%, exceeding the 80% goal.

Efficiency Gains

- Review rates grew by an average of 20% per month, reaching 72%, nearing industry best practices.
- Workload distribution improved, reducing burnout and ensuring balanced assignments for CDI staff.

Enhanced Physician Engagement

- Queries integrated into the legal medical record facilitated easier access and compliance for physicians.
- Consistent metrics demonstrated the quality and accuracy of documentation, strengthening trust with medical teams.

“Iodine's Customer Success and Support team is the best. Their IT and our IT worked excellently together, and the go-live date never changed.”

SUMMARY

M Health Fairview's success highlights how investing in pre-implementation planning and best practices really laid the groundwork. By prioritizing training and addressing staff concerns upfront, they were able to ease the transition and boost overall confidence amongst their team. Focusing on high-impact queries and fostering strong collaboration between internal teams and Iodine's support staff, the organization achieved measurable improvements in CDI performance. These key takeaways reinforce the value of a well-structured approach to clinical validations to help prevent DRG downgrades that will ultimately lead to improving financial outcomes and continued success.

Learn How to Transform
your CDI Experience

