

Leveraging AI for Enhanced CDI Performance Leads to Exceptional Results

KEY RESULTS



30%

INCREASE
IN CDI QUERIES



98%

ACHIEVED THEIR
TARGET PHYSICIAN
RESPONSE RATE



90%

OF QUERIES ANSWERED
WITHIN ONE CALENDAR
DAY



465K ADMISSIONS



EMR EPIC



55 HOSPITALS



ALTAMONTE SPRINGS, FL

OVERVIEW

AdventHealth is a leading healthcare organization comprising 55 hospitals across nine states, dedicated to delivering high-quality patient care. With a robust CDI program supported by a team of 220 specialists, AdventHealth focuses on leveraging cutting-edge technology to optimize documentation processes and enhance operational efficiency.

CHALLENGES

Due to outdated software, the organization set out to replace its rules-based system with a robust, AI-driven platform designed to deliver consistent, high-quality reviews across all patient charts. The new solution needed to support improvements in the following areas:

- ➔ **Physician Workload Strain:** High volumes of administrative and query related tasks challenged physicians' capacity to consistently respond in a timely manner.

- ➔ **Workflow Inefficiencies:** Ensure timely and consistent physician responses to CDI queries, particularly for retrospective reviews.
- ➔ **Documentation Variability:** Differences in documentation practices across more than 50 facilities created challenges in achieving consistent system-wide efficiency and financial performance.
- ➔ **Scalability:** Coordinating CDI efforts across a large, multi-market operation required adaptable staffing strategies and technology that could support enterprise-wide engagement.



Iodine is a product that will absolutely deliver on its ROI. When you think about the quality and financial return on investment for Iodine, it is 100% there.

Christopher Riccard,
VP of Hospital Medicine and CDI

A NEW APPROACH

AdventHealth implemented Iodine's full AwareCDI™ Suite—Concurrent™, AwarePreBil™, Interact™, and Introspect™—to support neutral, quality focused reviews. Ongoing collaboration with Iodine's Customer Success team enabled rapid adjustments and system optimization through the following approach:

Achieve High Review Rates

- Set and exceed ambitious review goals with intelligent prioritization.
- Use audit insights to validate effectiveness and guide CDI team training.

Boost CDI Productivity

- Focus CDI efforts on the right cases—not just those with financial impact.
- Streamline workflows with Interact.
- Optimize staffing by enhancing team productivity and scaling when necessary.

Strengthen Physician Engagement

- Enable on-the-go query responses with mobile access—even internationally.
- Improve communication with built-in messaging between CDI specialists and physicians via Interact.

OUTCOMES

An external audit of 300 cases confirmed Iodine's effectiveness—prioritizing nearly all 150 identified opportunities. This validation reinforced platform accuracy, increased leadership trust, and strengthened ROI.

CDI Review Rates & Physician Engagement

- Concurrent Reviews: Achieved a 92% review rate, exceeding the 90% goal.
- Retrospective Reviews: Consistently surpassed 80% goal.
- Response Rate: Maintained 98% for both review types.
- Timeliness: 90% of queries answered within one calendar day.

Operational Efficiency

- 30% More Queries: Interact allowed the CDI team to review more charts in less time, easing staffing demands.
- Faster Turnaround: Retrospective reviews improved by up to 61 hours in some markets, with a system-wide average reduction of one day.

Provider Experience

- Mobile functionality reduced administrative burden and enabled efficient, remote query responses.
- A smoother user experience increased provider engagement in the CDI process.

Return on Investment

- Gains in productivity, efficiency, and engagement led to measurable quality and financial outcomes.

CONCLUSION

AdventHealth's experience highlights the transformative impact of AI-driven solutions in healthcare. By investing in innovative tools, the organization achieved significant quality and financial goals while demonstrating the value of strategic technology adoption.

Customization and collaboration were key to aligning the solutions with AdventHealth's unique needs, streamlining workflows, and increasing engagement across teams.

Regular audits and data analysis validated the tools' effectiveness, informed training, and supported ongoing improvement, proving that a focus on operational efficiency, physician engagement, and data-driven decision-making delivers exceptional results.

