iodine | **COMMUNITY** HEALTH SYSTEM

Transforming the Mid-Revenue Cycle through Operational Excellence and Engagement

KEY RESULTS

↑ **25%**
INCREASE IN MOBILE
QUERY ADOPTION

↑ **85%**
PHYSICIAN AGREE
RATES

‹ **1 DAY**
PHYSICIAN
RESPONSE TIME

✚ **62K** ADMISSIONS   🖥 **EMR EPIC**   🏥 **4 HOSPITALS**   📍 **FRESNO, CA**

OVERVIEW

Community Health System, located in Fresno, California, is a prominent health provider in the Central Valley. It consists of four hospitals, collectively serving approximately 65-70% of the market share in the region. The health system caters to a diverse patient population, ensuring comprehensive care through its extensive network.

CHALLENGES

Community Health physicians faced inefficiencies that delayed query responses and created inconsistent documentation. Without a standardized process, patient record updates were slow, and documentation accuracy suffered. Limited visibility into query performance and physician engagement further hindered efforts to improve efficiency and protect revenue integrity.

→ **Lack of Standardization:** Homegrown processes resulted in inconsistent querying, unclear response expectations, and reduced workflow efficiency.

→ **Slow Query Response Times:** Without a structured system, physicians took multiple days to respond, delaying crucial updates to patient records.

→ **Limited Visibility and Reporting:** The organization struggled with fragmented data, making it difficult to track response rates, query performance, and physician engagement.

→ **Physician Adoption Barriers:** Introducing new technologies to providers often comes with resistance, raising concerns about usability and workflow disruption.

> "It will change your life. It will change your provider's day, and you will see results that you could have never expected. This was the easiest thing I've ever rolled out to physicians.
>
> **Brandon Burnett**
> VP of Revenue Cycle

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A NEW APPROACH

Community Health System implemented Concurrent™ and Interact™ to tackle these challenges. Concurrent helped CDI specialists identify documentation gaps in real time, while Interact enabled physicians to quickly respond to queries from any device. Advanced reporting provided visibility into query performance, allowing leadership to make data-driven decisions that boosted efficiency and standardization.

Standardization of Processes
- Established a consistent query process with clear expectations for physicians.
- Ensured standardized timelines, query formats, and response protocols.
- Tracked response times to identify areas for improvement.

Encouraged Mobile Technology Adoption
- Leveraged the user-friendly Interact module to promote mobile query responses for increased convenience.
- Boosted mobile engagement, particularly in time-sensitive specialties.

Real-Time Reporting and Monitoring
- Provided administrators and CDI staff with detailed query performance insights.
- Enabled real-time tracking of response times and physician engagement.
- Improved decision-making by identifying trends and areas for optimization.

OUTCOMES

Community Health System accelerated query response times, improved documentation accuracy, and boosted physician engagement through mobile access. Enhanced prioritization increased CDI team efficiency, while advanced analytics delivered actionable insights that strengthened the revenue cycle—driving measurable outcomes.

Increased Mobile Adoption
- Achieved a 20-25% mobile adoption rate in key specialties.
- Significant shift from nearly zero adoption, improving overall physician engagement.

Faster Response Times
- Mobile responses reduced query turnaround to less than a day.
- Enabled real-time updates to patient records for greater accuracy.

Improved Physician Agree Rate
- Physician query agreement increased to 85%.
- Ensured queries were relevant, clear, and aligned with clinical documentation.

Enhanced Accuracy and Efficiency
- Improved documentation to better reflect patient care.
- Enabled better coding, risk adjustment, and quality measurement.
- Automated case prioritization for CDI teams.
- Optimized time management and resource allocation within the revenue cycle.

CONCLUSION

As healthcare organizations modernize clinical documentation and revenue cycle processes, adopting simple, accessible technology is essential to boost physician engagement and operational efficiency.

Standardized workflows reduce inefficiencies and enhance communication, while mobile tools accelerate response times and enable real-time patient record updates. Data-driven insights empower administrators to refine processes, improve documentation accuracy, drive better financial outcomes, and elevate the quality of patient care.