Lessons Learned From Successful AI Implementation of Computer Assisted Coding

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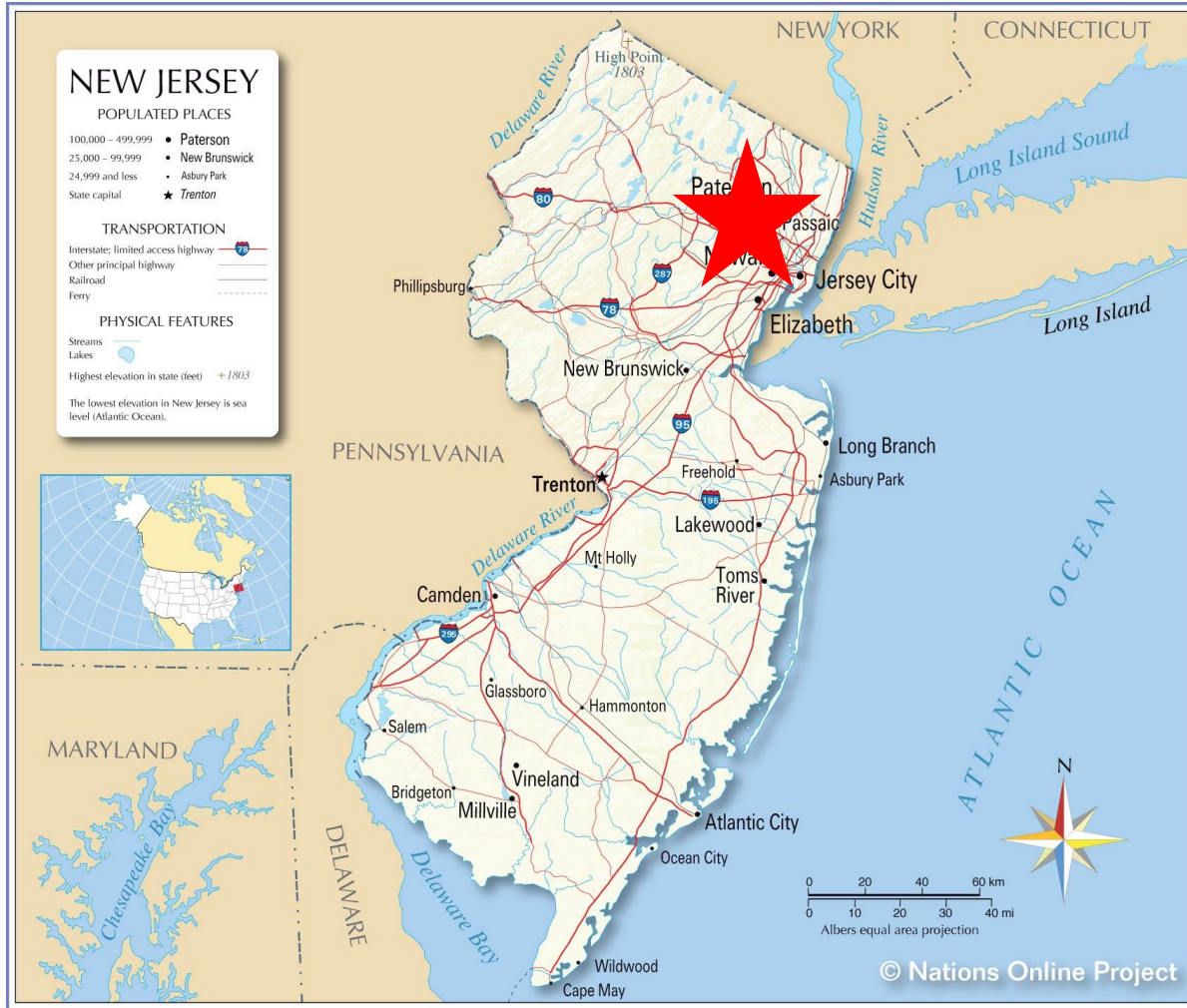
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Objectives

How to select the best partner

Proper selection of workflows

Stakeholder Engagement

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Who We Are

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Who We Are

Our Mission

St. Joseph's Health is a healing ministry of the Catholic Church sponsored by the Sisters of Charity of Saint Elizabeth. We are committed to sustaining and improving individual and community health, with a special concern for those who are poor, vulnerable and underserved.
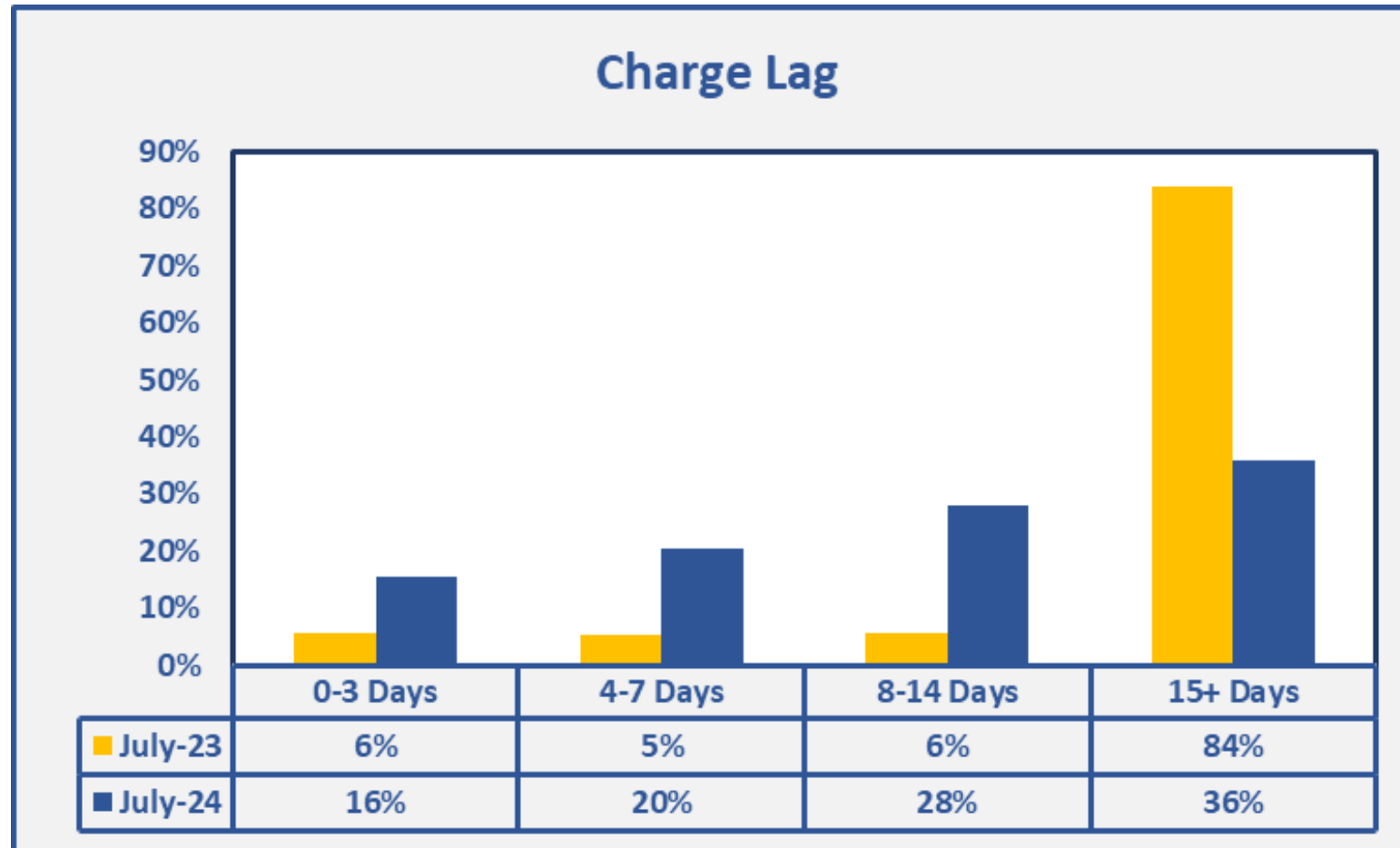
Our Vision

Creating a healthier future for all... inspired by faith, fueled by innovation and driven by exceptional people.

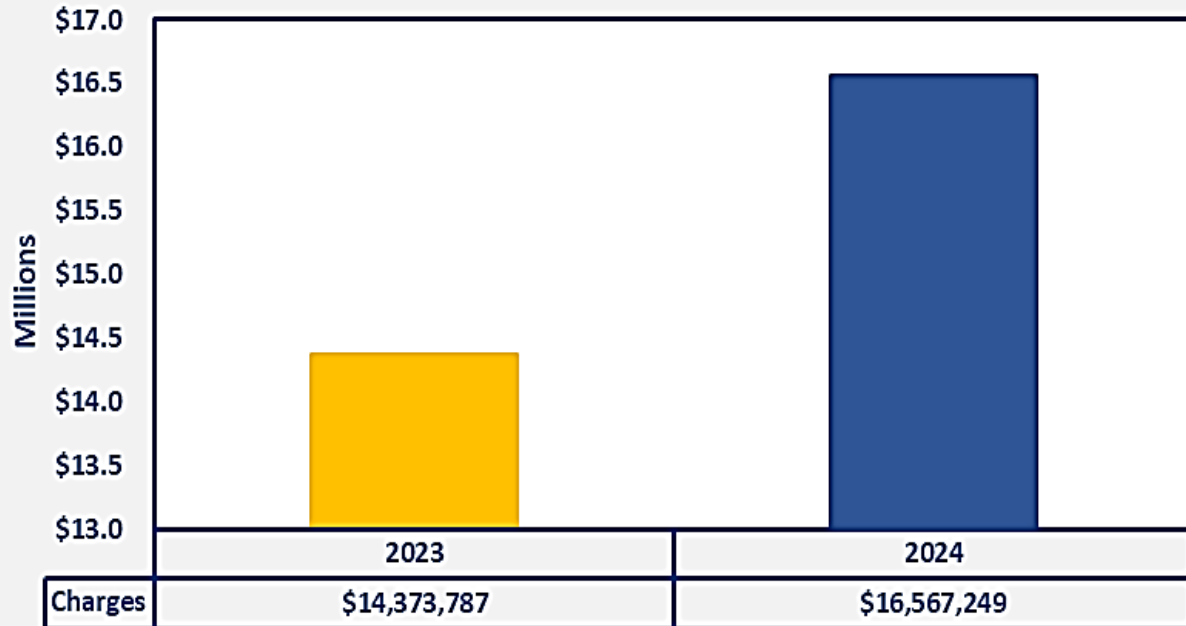St. Joseph's Health

Early 2023

- ➢ Multiple different workflows depending on the department
- ➢ Denials
- ➢ A focus on an old model of clinically driven revenue cycle
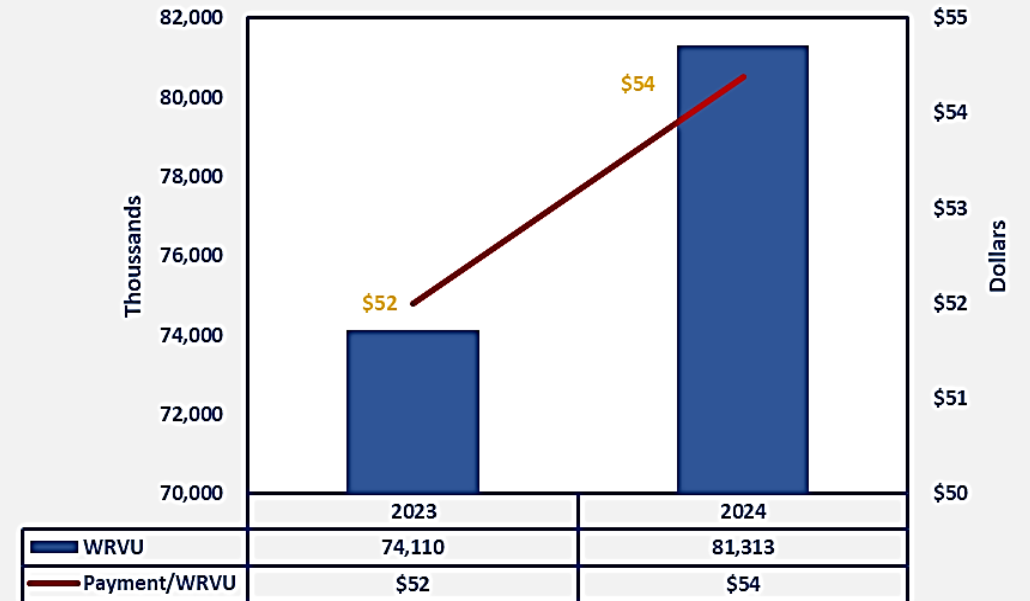
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Charge Lag

Charge Lag

	0-3 Days	4-7 Days	8-14 Days	15+ Days
■ July-23	6%	5%	6%	84%
■ July-24	16%	20%	28%	36%

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Charges-WRVU-Payment Per WRVU

Charges

Charges	2023	2024
Charges	$14,373,787	$16,567,249

WRVU - Payment Per WRVU

	2023	2024
WRVU	74,110	81,313
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CPT II Codes

CPT II Codes

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
2023 CPTII	751	1595	6233	6512	8620	0	0	0	0	0	0	0
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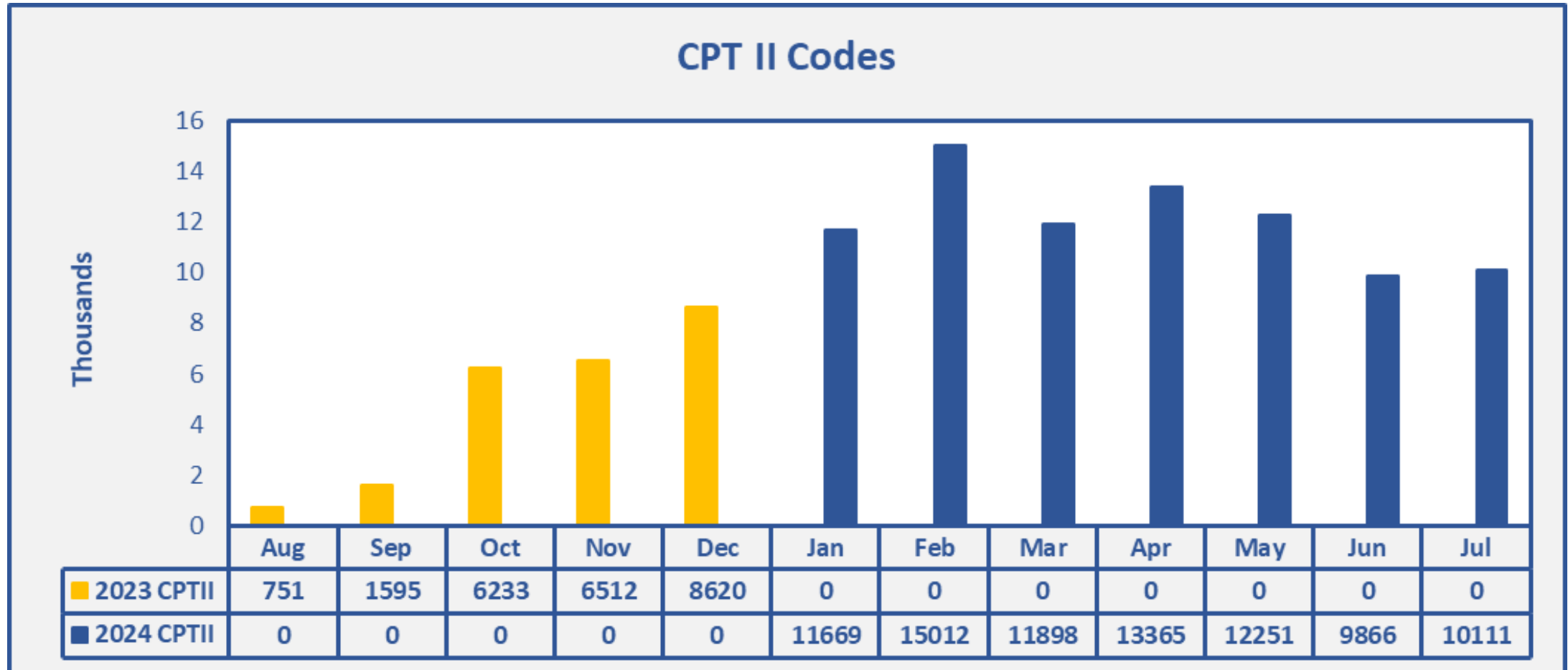
Determine the Best Partner

Assess your organization's needs

Review potential vendors

Evaluate Technology Features

Integration Capabilities

Vendor Support and Service

Compliance and Security

Cost Benefit Analysis

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Assess your needs

Determine the specific needs:

Inpatient versus outpatient, compliance requirements, number of physicians/specialties, volume of coding work

Assess the compatibility with existing systems

Understand the goals (improving accuracy, reducing time, enhancing compliance, increase in CPT 2 codes)

Budget Considerations

Including cost implications, licensing, implementation and maintenance

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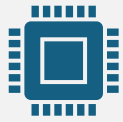# Research Potential Vendors

Industry Reputation

Check industry reviews

ALWAYS ask to speak to an existing client

Experience and Expertise

Evaluate the experience in healthcare sector with AI technologies

Look for studies/success stories relevant to your organization size and type

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Evaluate Technology Features

Core functionality

How does the system function
- NLP, AI driven coding suggestions
- Can it integrate with your EHR

Scalability and flexibility

Can you scale up or down depending on your needs

When regulatory changes occur how does the technology adapt

User Friendliness

Interface must be intuitive

Assess training requirements and ease of adoption

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Integration Capabilities

Seamless integration

Does it provide a smooth seamless experience for your end user and providers

Data compatibility

Ensure data formats and standards used by CAC are compatible with current data systems

API and Customization

Check to see if solution offers API for customization or further integration needs

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Vendor Support

Implementation support

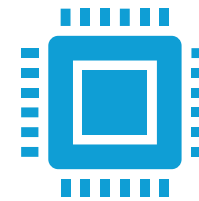Level of support during implementation

Assess project management capabilities and timeliness

Ongoing support

Track record for customer support

Check for availability of 24/7 support, training resources and dedicated account manager

Updates and upgrades

Ensure regular software updates, patches and compliance related upgrades are available

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Compliance and Security

Regulatory compliance
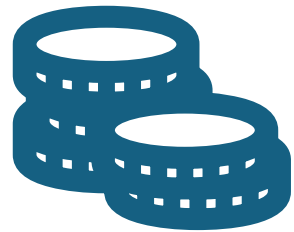
HIPPA

Data Security

Protection measures including encryption, access controls and audit trails

Certification and Standards

Certifications such as ISO and HITRUST to demonstrate the commitment to security and quality

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Cost Benefit Analysis

Pricing Structure

Understand the pricing model (subscription, license, per usage)

Assess the total cost of ownership such as hidden costs

- Support
- Upgrades
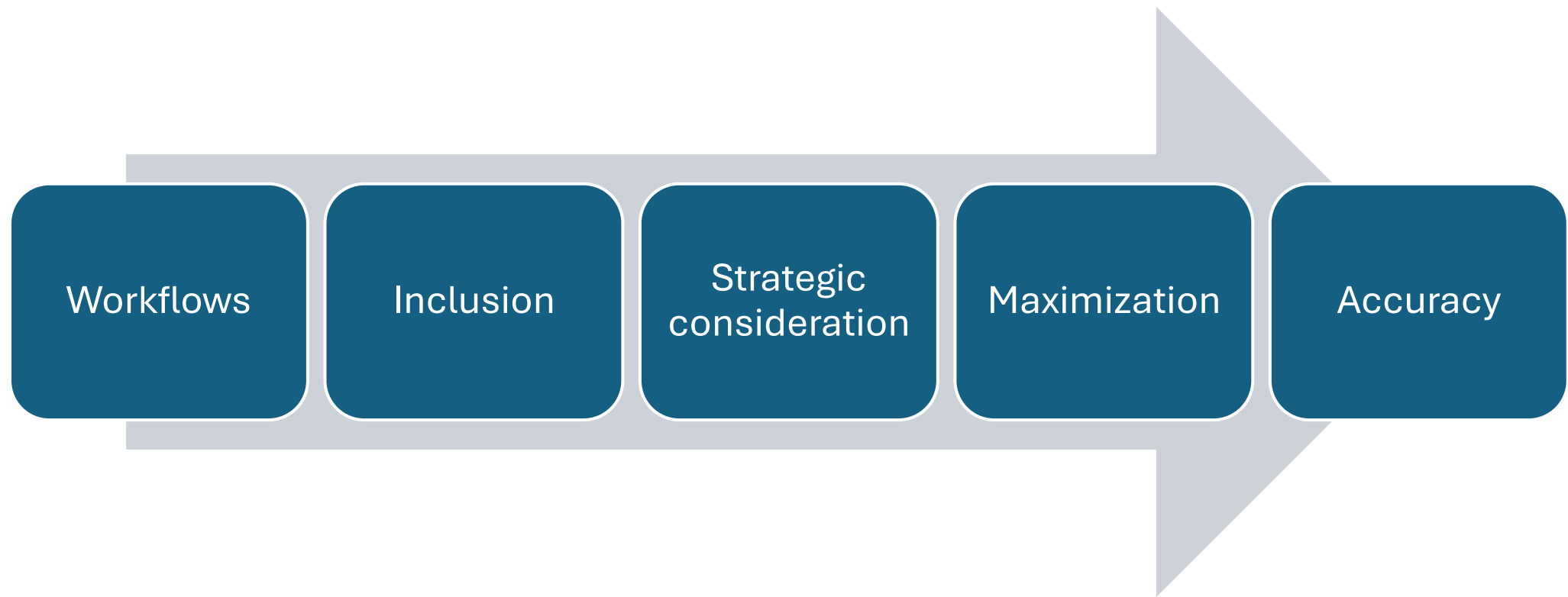- Training

Return on Investment (ROI)

Productivity improvements

Accuracy gains

Reductions in compliance risk

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Proper Selection Of Workflow

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Selection Process

Workflows → Inclusion → Strategic consideration → Maximization → Accuracy

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High Volume

Automation can have the greatest impact on efficiency and resource allocation

Example: E/M visits

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High Impact

Complex cases

Expensive procedures

High risks of audits

High risk of denials

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Standardized Workflow

Start with workflows which are more standardized and less variability

Easier to automate with more consistent results

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Review complexity and Variability

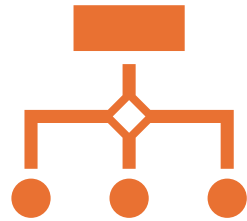**Consider the complexity of the cases**

Cases with clear guidelines and rules are more suitable for CAC

Overly complex and variable workflows might require human oversight

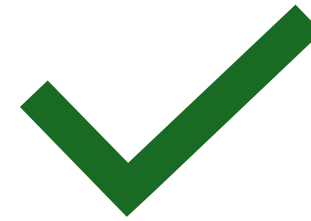Be conscious that not all workflows are consistent

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Data Availability and Quality

Structured Data Availability

Ensure the workflows that you select involve data that is well structured

Must be available in electronic form with clear components required for coding

Data Quality

High quality

Complete data

Structured

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Stakeholder
Engagement

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Define Roles and Importance

Identify key stakeholders

Clearly outline who they are: chose individuals from many disciplines

- Coding professionals
- IT teams
- Healthcare Provider leadership
- Compliance
- Financial officers

Explain their impact

Describe how their input and support are vital to the success

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Establish Clear Communication Channels

Regular Updates

Emphasize the importance of regular communication

Updates on project milestones, challenges and success

Two Way communication

Open channels for feedback to be given

Help to identify issues early

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Engage Stakeholders Early and Often

Early involvement

Help set realistic expectations

Gaining buy in

Identifying potential challenges

Ongoing participation

Ensure they are apart of testing phases

Fosters a sense of ownership and commitment to the project success

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Align Stakeholder Goals with Project Objectives

Understand
- Understand priorities
  - Determine what are the highest priorities: improving accuracy, ensuring system compatibility, improving charge lag

Show
- Show alignment
  - Demonstrate how the system will align with the priorities established

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Facilitate Training and Support

Provide Training

Effective training ensures stakeholders are confident in the new system which is crucial for adoption and success

- Physician to physician education

Ongoing Support

Mention the availability of ongoing support to help address any issues which may arise after go live

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Address Concerns and Resistance

Acknowledge Concerns

Be transparent about concerns

Mitigate Resistance

Involve end users in the testing phase

Provide additional support to those who are concerned about the impact of CAC

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Demonstrate Value and ROI

Highlight Benefits

Explain how stakeholder engagement
contributes to success

Showcase ROI

Show improved financial performance

Reduced coding errors

Faster reimbursement cycles

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Create a Feedback Loop

Continuous Improvement

Emphasize the importance of feedback where stakeholders can provide input even after implementation

Show that ongoing engagement ensures system can be adjusted and improved based on real-time needs

Monitor and Report

Detail the process of showing the performance of this project and where further improvements can be made

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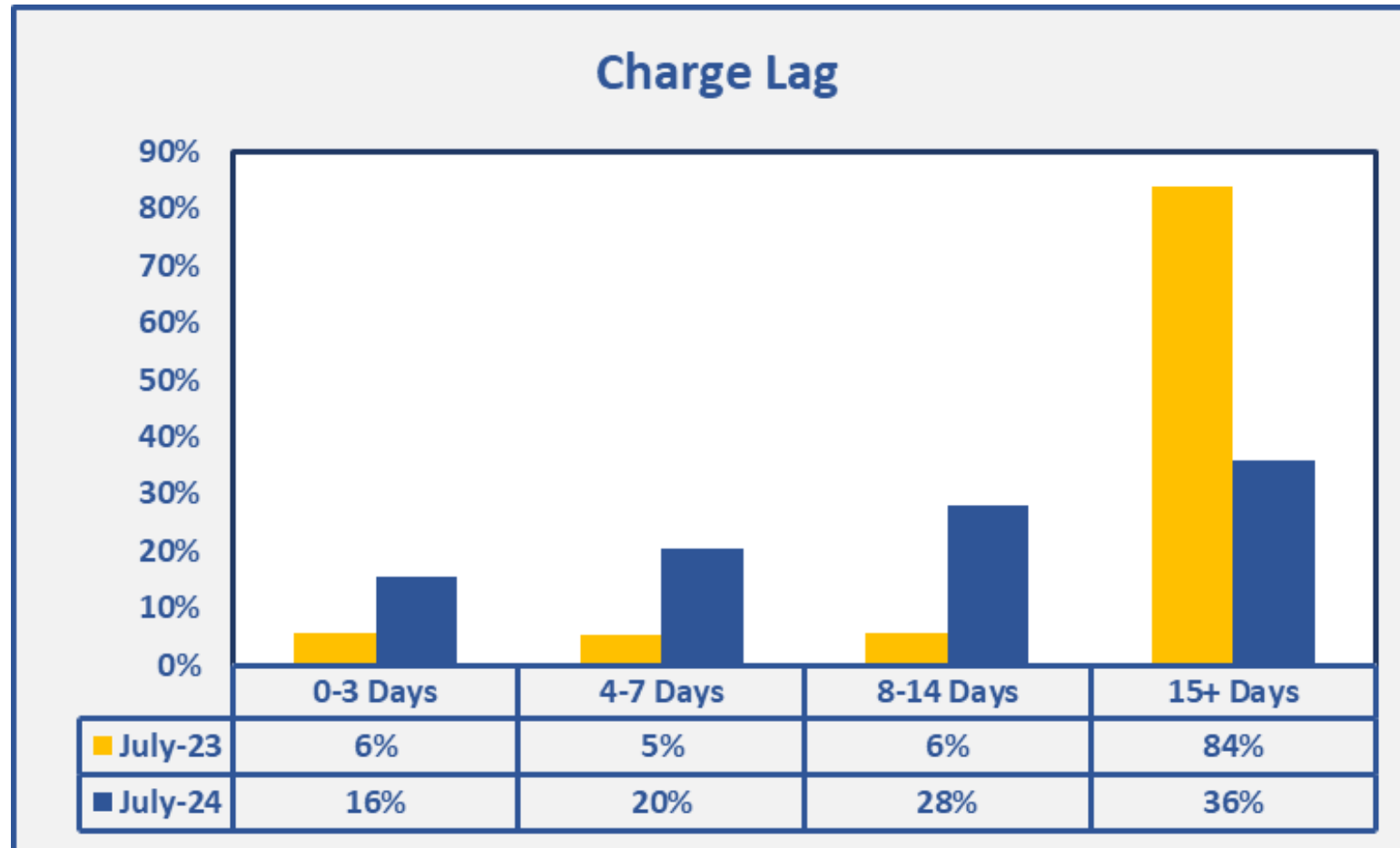# Celebrate Success Together

ACKNOWLEDGE
CONTRIBUTIONS
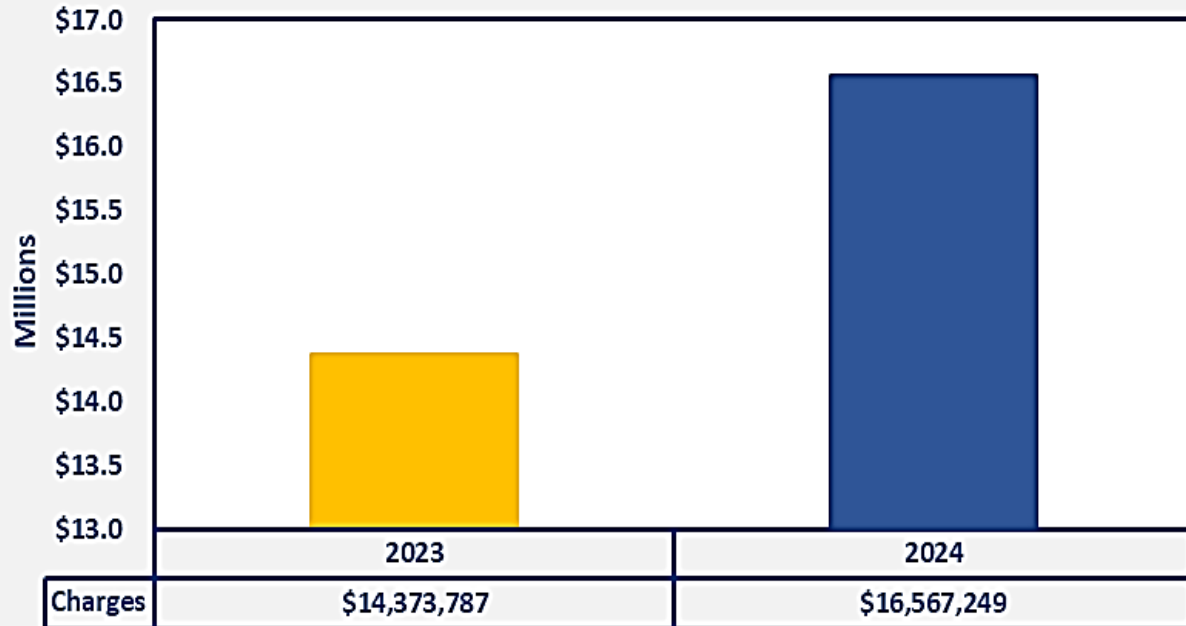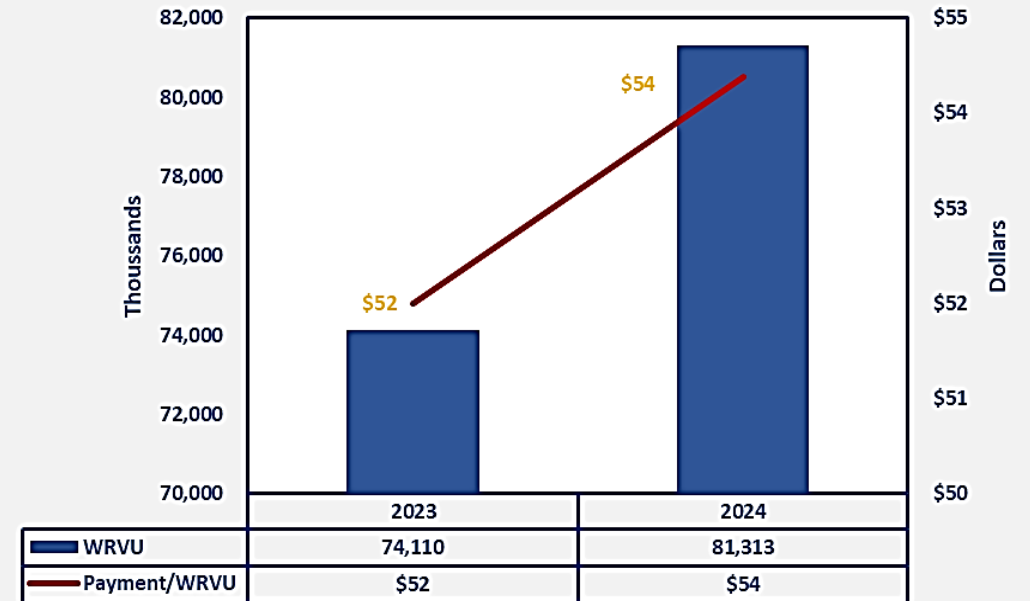
SHARE SUCCESS STORIES

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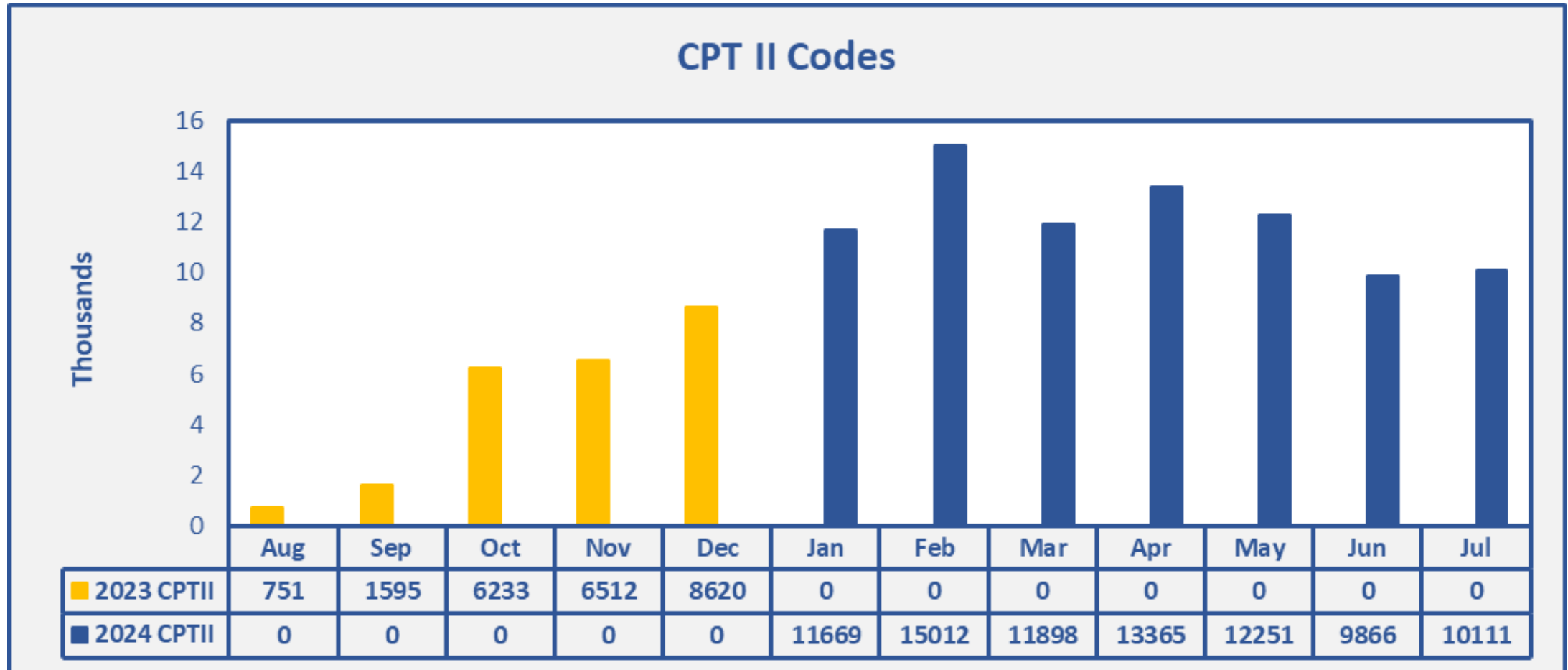
Thank you !

Feel Free to reach out to us

Beth Kushner

Jennifer Perez

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