

## OPPORTUNITY ASSESSMENT FRAMEWORK

### Key indicators of need

#### COMMUNICATION FRACTURE

Sources of communication consist of email, paper, text, EHR, chance encounters. They are not well documented or audited for effectiveness and quality

#### PHYSICIAN ACCESS

Clinical Documentation Improvement ("CDI") specialists, Coders, and Case Managers often have little direct access to attending physicians

#### SUBSTANDARD PERFORMANCE INDICATORS

METRIC	BASELINE
Query rate	---▶ below 25%
Response rate	---▶ below 95%
Agree rate	---▶ below 98%
Query attempts	---▶ more than 1
Response times	---▶ avg over 4hr

leading to

PHYSICIAN AND  
CLINICAL STAFF  
FRUSTRATION

COMPLIANCE  
ISSUES

REVENUE LOSS

METRIC	AVG. RESULT
Query rate	---▶ <b>25%+</b>
Response rate	---▶ <b>95%+</b>
Agree rate	---▶ <b>98%+</b>
Query attempts	---▶ <b>1</b>
Response times	---▶ <b>1-4 hr</b>

#### RECENT CLIENT EXPERIENCE

- 85%** --▶ Physician Responses received within 3 hours or less
- 100%** --▶ Physician Responses received within 4 hours
- 63%** --▶ Physician Responses received in less than 1 hour
- 91%** --▶ Cases resolved with a single response
- 98%** --▶ Physician response rate
- 99%** --▶ Physician agreement rate
- 75%** --▶ Reduction in cases held post-discharge for query response

#### ROI MODEL- CDI

	BEFORE	AFTER		IMPACT
ADMISSIONS	1000	1000	<b>\$ 197,602</b>	---▶
CASES REVIEWED	650	800	<b>\$ 75,000</b>	---▶
QUERY RATE	18%	25%	<b>\$ 122,602</b>	---▶
RESPONSE RATE	83%	95%		
AGREE RATE	90%	98%		
DRG SHIFT (\$2,000)	\$ 174,798	\$ 372,400		