Urgent Care Practice: Improving Physician Productivity Through RevCDI

The practice recorded over 65% physician response rate for prospective documentation opportunities and 7% wRVU gain per visit.

The Client

The urgent care practice is the largest urgent care and occupational therapy provider in the Southeast. With over 50 locations, the urgent care practice employs more than 1,000 providers serving 2,000 employers regionally.

Challenge

- The organization's vendor was experiencing issues understanding changing regulations and physician documentation.

- The practice had challenges aligning coding operations with payer policies and guidelines and this impacted coding compliance.

- The practice was on Cerner EHR and DocuTAP Practice Management and encountered challenges in communicating documentation feedback to physicians.

- The practice needed a business office suite that optimized the balance between adhering to compliance and generating accurate revenue.

"Payer complexity has only increased, causing an increased level of documentation and adherence to regulations. We didn't want our physicians to feel the burden, so we turned to RevCDI to provide an integrated workflow that helped provide timely feedback and improved overall compliance."

– Practice Administrator

Solution

The urgent care practice decided to leverage RevCDI, **Omega Healthcare's CDI-led coding solution powered by AI** to enhance compliance and improve reimbursements. For the practice, Omega Healthcare:
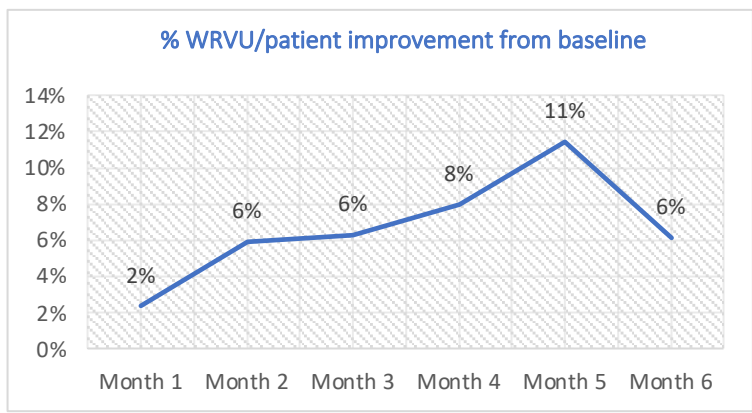
- Conducted **CDI chart reviews** focusing on clinical quality and leveraging best practices to provide **prospective and retrospective physician feedback.**

- **Integrated RevCDI into Cerner** EHR, enabling an end-to-end **automated workflow** to deliver actionable, near **real-time CDI feedback within the EHR.**

- Delivered **physician-to-physician education** and customized self-directed modules, tip sheets, webinars, and on-demand videos.

- Provided **physician scorecards** and delivered summary, group-level, comparative, and detailed **insights to administrators and physician champions.**

- Deployed an **expert team that coded and cleared backlog** of encounters accurately as per updated urgent care guidelines.
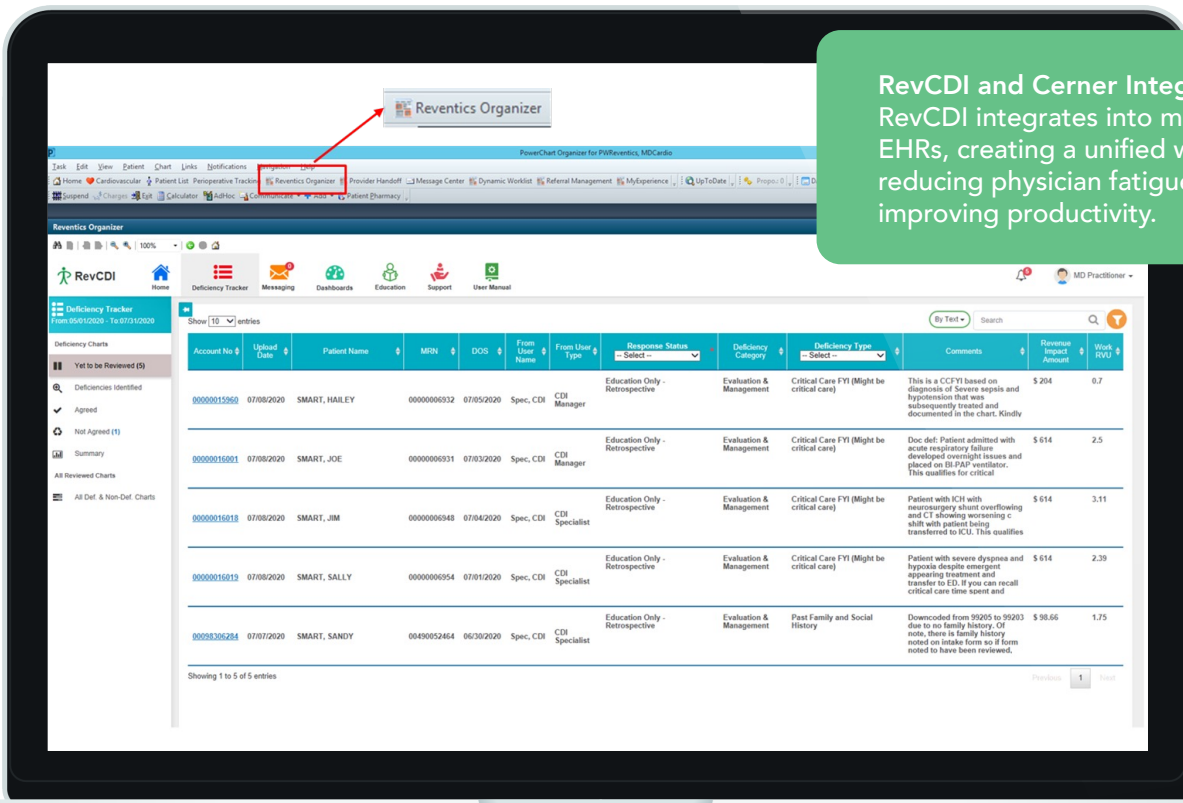
RevCDI and Cerner Integration. RevCDI integrates into major EHRs, creating a unified workflow, reducing physician fatigue, and improving productivity.

The Result

✓ **Successfully navigated government compliance audits** while **improving reimbursement** and **wRVUs.**

✓ **7% wRVU gain per visit** compared to baseline for the urgent care practice for previous 6 months.

✓ **7% improvement in estimated revenue** for previous 6 months, even with improved compliance.

✓ **Physician response rate of over 65%** for prospective documentation opportunities.

% WRVU/patient improvement from baseline

Month 1: 2%
Month 2: 6%
Month 3: 6%
Month 4: 8%
Month 5: 11%
Month 6: 6%

Omega Healthcare™

✉ connect@omegahms.com   ☎ (561) 473-1711

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