

#### **Case Study**

# 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

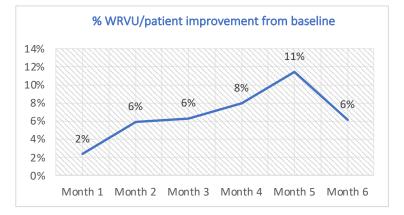
The urgent care practice decided to leverage RevCDI, **Omega Healthcare's CDI-led coding solution powered by AI** to enhance compliance and improve reimbursements. For the practice, Omega Healthcare:

- 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 selfdirected modules, tip sheets, webinars, and on-demand videos.
- Provided physician scorecards and delivered summary, grouplevel, 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.** Reventics Organizer **RevCDI** integrates into major EHRs, creating a unified workflow, reducing physician fatigue, and improving productivity. T RevCDI Â iency Tracker Messaging **æ** Education Support User Manu 🔎 🧕 MD Practitioner 🗸 Chow 10 ♥ en (By Text -) Search a 🞧 This is a CCFYI based on diagnosis of Severe sepsis and hypotension that was subsequently treated and documented in the chart. Kindly Evaluation & Management Critical Care FYI (Might be critical care) \$ 204 0.7 Spec, CDI CDI O Not Agree Critical Care FYI (Might be critical care) def: Patient admitted with te respiratory failure Education Onl 6931 07/03/2020 Spec, CDI CDI 01 07/08/2020 SMART, JOE developed overnight issu placed on BI-PAP ventila This gualifies for critical All Def. & Non-Def. Ch. Education Only Retrospective Evaluation & Management Critical Care FYI (Might be critical care) with ICH with Ingery shunt overflowing showing worsening c 3.11 07/04/2020 Spec, CDI CDI 07/08/2020 SMART, JIM patient being ed to ICU. This qu dyspnea and \$614 irgent and Critical Care FYI (Might be critical care) Education Only Evaluation & 2.39 54 07/01/2020 Spec, CDI Specialist 019 07/08/2020 SMART, SALLY aring treatment and ifer to ED. If you can re cal care time spent and Past Family and Social History Education Only Retrospective Evaluation & 00490052464 06/30/2020 Spec. CDI CDI 00098306284 07/07/2020 SMART, SANDY so if forr Showing 1 to 5 of 5 entries 1

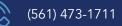
#### The Result

- 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.





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#### ABOUT OMEGA HEALTHCARE

Founded in 2003, Omega Healthcare Management Services<sup>™</sup> (Omega Healthcare) empowers healthcare organizations to deliver exceptional care while enhancing financial performance. We help clients increase revenues, decrease costs, and improve the overall patient-provider-payer experience through our comprehensive portfolio of technology and clinically enabled solutions. Omega Healthcare has 30,000 employees across 14 delivery centers in the United States, India, Colombia, and the Philippines. For more information, visit omegahms.com

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