

Results

- 15% improvement in clinical documentation over a 6-month period
- 12,000 encounters reviewed and educated Providers
- Conducted Provider-to-Provider training including consistent feedback with monthly based metrics

“JTS’ Revenue Cycle and Health Information Management expertise with physician peer-to-peer education was highly effective for our organization. We were extremely pleased with the outcome.”

**Vice President
Physician & Clinic Practices**



The Challenge

- **JTS Health Partners (JTS)** was retained to perform consulting services within professional coding, education and compliance for 2021 Evaluation & Management (E&M) level coding for Evangelical Community Hospital’s Managed Service Organization (EMSO)
- **JTS** committed to 80% of physician participants meeting clinical standard in a 12-month period
- **JTS** was tasked with providing the EMSO a strategic plan for sustainable improvement

The Collaborative Approach

Phase I: JTS Conducted Benchmarking & Data Analysis

- Analyzed 600+ encounters
- Identified processes and procedures causing documentation improvements
- Identified billing discrepancies with physician education opportunities
- Formalized goals per practice; alignment with organizational objectives
- Recommended Pre-Bill coding review to improve Provider accuracy rates

Phase II: JTS Implemented Provider-to-Provider Knowledge Journey Strategy

- Initiated Provider documentation improvement process and metric tracking
- Developed curriculum and tools
- Conducted executive and peer-to-peer education and review
- Provided analytics to measure and communicate progress achievements

Phase III: JTS Implemented Sustainability Framework

- Initiated Pre-Bill coding review applying measured analytics
- Conducted a second, Post-bill coding review providing additional physician education under 2021 E&M guidelines

The Accomplishments

- Met short-term physician documentation improvement goals
- 15% improvement in clinical documentation over a 6-month period
- 12,000 encounters reviewed and educated Providers
- Conducted training, chart review and comparative results on a monthly basis toward organizational goals

Health is our middle name...