

Optum® CDI 3D provides:

- ✓ Intelligent case-finding logic
- ✓ 100% automated case review for all payers
- ✓ Patented NLP technology

This powerful solution reviews all chart content at point of care and prioritizes cases for review based on documentation gaps and quality indicators.



Quality Monitor

identifies potential HACs and PSIs concurrent to care, enabling timely review and remediation.

\$2.8 million

Savings impact after implementing Optum® CDI 3D with Quality Monitor

A Northeastern health system improves “already great” performance with Optum CDI 3D

This health system is fully integrated that includes seven hospitals, a large multispecialty physician group, multiple clinics and myriad additional health services. With 30,000 employees, its care delivery system includes more than 350 locations in the Northeast. This snapshot reflects first-year results for their over 800-bed flagship hospital.

Replacing a vital solution after using it for 10 years is risky. But when health information management leaders at this Northeastern health system decided to take the leap to Optum® CDI 3D with Quality Monitor, they were all in.

The system director of revenue cycle put it this way: “You’ve got to believe in your ability to make positive changes. Instead of renewing our contract for a familiar solution, we decided to get off the merry-go-round and look for something better.” Their prior CDI solution required manual case assignment and didn’t integrate with its core system, hindering efficiency and collaboration. Case reviews were limited to Medicare and managed care, and quality reviews were only possible post-discharge. There was a lot of room for improvement in capturing patient safety indicators (PSIs) and hospital-acquired conditions (HACs).

As a long-time user of Optum® Enterprise Computer-Assisted Coding (CAC), director of coding and CDI management, knew the capabilities of the Optum® natural language processing (NLP) engine. “Having NLP review 100% of our cases for CDI would expand our program and improve results without increasing our staff,” she

said. It made sense to add Optum® CDI 3D to take advantage of the shared coding and CDI platform that integrated with their core system. The teams could work together more efficiently and expand interaction with the quality department.

The team was so convinced they could pivot to a new solution, they took a risk and prepared a business case for switching to CDI 3D with Quality Monitor. “It was a gamble, but it paid off,” explained the system director of revenue cycle. “The solution helped us identify an additional \$2.8 million in the first year.”

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— System Director of Revenue Cycle



Using the Optum shared platform, coders and CDI specialists are in constant virtual contact and have access to **real-time case activity.**

Quality matters

The hospital now accurately captures potential quality events at the point of care, enabling targeted reviews that help to prevent unnecessary penalties and avoid significant risk. The organization avoided risk for over half of the cases flagged for potential PSIs during its initial year using the Optum solution.

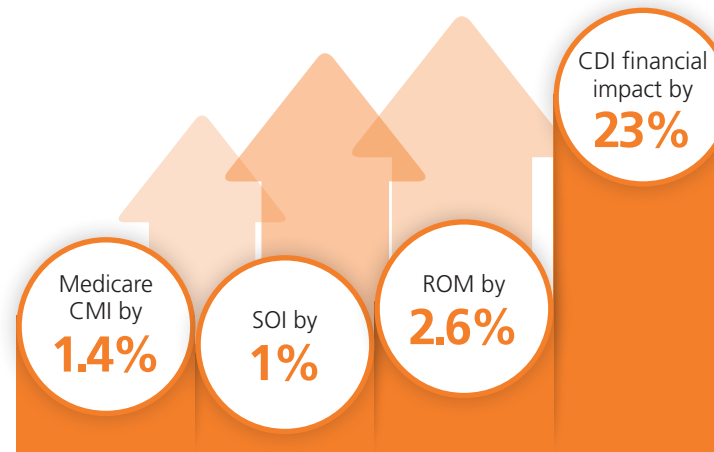
Automation, communication and collaboration

CDI 3D automatically identifies and prioritizes in work queues those cases needing CDI review. It also provides flexible, configurable worklists to increase efficiency. Using the shared platform, the hospital's coders and CDI specialists are in virtual contact and have access to real-time case activity. Collaboration with the quality team has clarified the impact of severity-related queries and the value of concurrent PSI and HAC reviews. "We hoped it would change our lives," said the director of coding, "and it lived up to expectations." Physicians are more involved and engaged in documentation improvement, and appropriately aligned quality measures reflect the overall operational transformation.

“We hoped it would change our lives, and it lived up to expectations.”

— Director of Coding and CDI Management

Using CDI 3D with Quality Monitor, this high-performing operation doubled its query volume and improved:



For mortality cases:



CDI 3D has enabled pre-bill review and pertinent metric capture for mortality cases, allowing more appropriate quality measures for those cases.

Value of reporting

Inaccurate or nonexistent reporting had frustrated the organization's leaders. Their legacy solution couldn't provide the information they needed. With robust reporting from CDI 3D, the leadership, quality, physician and revenue cycle teams gain valuable insights and have made meaningful changes.

Customer service

“We felt a partnership with Optum from the beginning. We reached out and they walked with us every step of the way to present a sound, comprehensive case. Customer service really does matter.”

— System Director of Revenue Cycle

Learn more about Optum CDI 3D with Quality Monitor:

 [Optum360.com](https://www.optum360.com)

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