

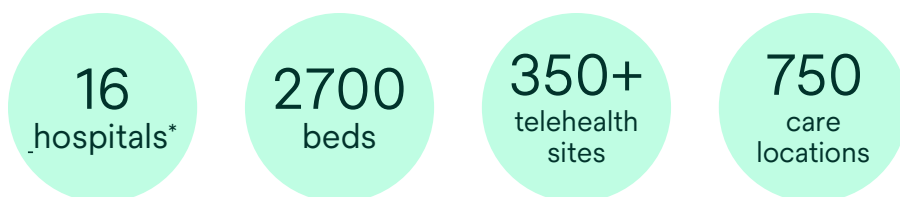
Deeper documentation improvement: One organization's quest

Multistate health system in the Southeastern U.S.

Solvantum solutions

- Solventum™ 360 Encompass™ System
- Solventum™ Advanced CDI Transformation Services
- Solventum™ Performance Advisory Services (PAS)
- Solventum™ Performance Data Monitoring (PDM)

Health system snapshot



*4 additional hospitals in development

Searching for a CDI boost

A healthcare system in the Southeast dedicated to delivering the highest quality and safest patient care set out to strengthen its clinical documentation integrity (CDI) program, building upon its already solid foundation with Solventum 360 Encompass System. Only having scratched the surface of its program possibilities, the organization started its path to enhancement.

To kick off the project, the organization's CDI director met with Solventum and, through a data analysis review, pinpointed areas ripe for improvement. The health system's inpatient scorecard data highlighted financial and quality opportunities to take advantage of and gave a high level glimpse of what a deeper data analysis could provide.

Expansion and training

The first step after data analysis and inpatient scorecard review was to expand the CDI program and hire new staff. New staff meant training, and an expanded program meant educating existing staff to build upon their skills. The health system's key objective was to get its new and existing CDI staff up to speed to ensure the success of the expanded program.

Relieving the data burden

As the number of CDI staff grew rapidly, so did expectations of providing detailed reporting metrics to support the expansion. Accessing and maintaining large amounts of data is a full time job, and the organization had limited resources to keep up with the demands of detailed reporting. It became clear that a better data analysis and reporting program was needed to continue presenting stakeholders with the benefits of its CDI initiatives.

The health system needed a partner to develop an effective long-term program to drive value for the executive team, successfully train the new CDI staff and bring in a reporting tool to monitor and analyze data to make CDI improvements continuously.

Two key issues were confirmed. The health system needed:

- A well-organized approach to get its CDI specialists up to speed and continue their development.
- A data analytics tool capable of providing benchmarks, reporting and trending analysis on quality and financial metrics that could be reported confidently to the executive team.

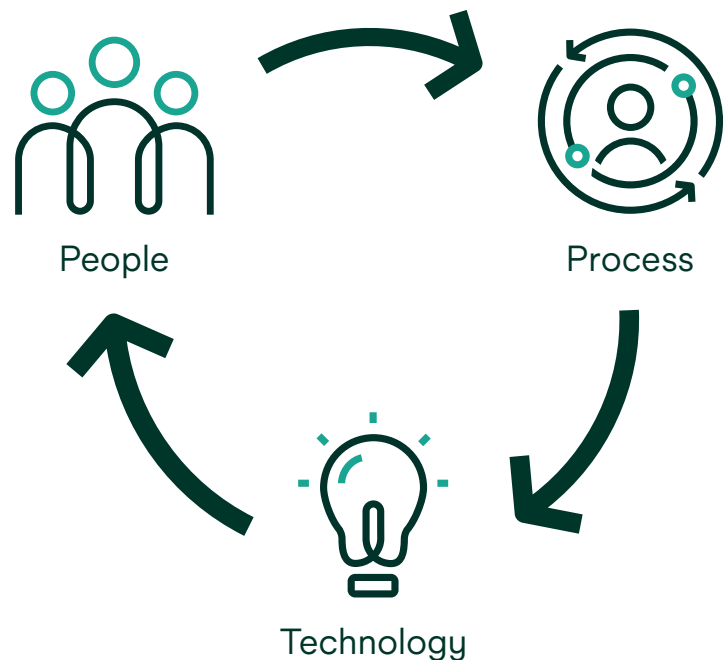
People, process and technology

Solventum Advanced CDI Transformation Services was employed to develop a tailored education plan designed to educate current and new staff on CDI, coding and quality best practices. The health system laid the foundation for continued improvement, and after achieving better outcomes, its emphasis shifted to monitoring the continuous improvement process for its CDI program.

After the CDI program was expanded and staff was trained, Solventum Performance Advisory Services (PAS) and Solventum Performance Data Monitoring (PDM) were added to identify areas for improvement, prioritize projects and begin implementing methodologies and benchmarks to accelerate results while tracking and measuring efforts to ensure the changes had a positive impact.

Using data insights, the team strategized and identified gaps and opportunities for CDI, coding and provider education provided by Solventum. The organization utilized Solventum PDM reporting to refocus efforts in areas with the highest opportunity for return on investment (ROI) and quality improvement. Solventum PDM reports allowed for an in-depth analysis of case mix index (CMI) and what data was driving these changes. Analysis of major complication or comorbidity and complication or comorbidity (MCC/CC) capture rates, service line trends and alternative principal diagnosis opportunities helped the CDI managers surface these focus areas to their CDI staff. By consistently reviewing quality reports with their Solventum PAS team (or performance advisors), the health system created focused diagnosis-related group (DRG) lists that enabled better mortality reviews and thus helped improve mortality rates.

The organization's success was achieved through leadership support, collaboration between CDI, coding and quality teams, and ongoing education and training implemented through Solventum's consulting and advisory team members.



Key outcomes achieved:



Query rate above the goal of 35-45% at five of its locations



Physician response rate goal of 95% or greater at all locations



Agreement rate measured against a goal of 90% or greater achieved at five of its locations

\$3.6
million

Changes in severity of illness (SOI) estimated impact on reimbursement across seven locations led to \$3.6 million in financial impact



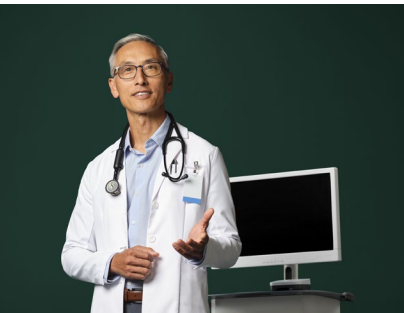
Risk of mortality (ROM) reflection improved across all sites

Lessons learned from the health system's CDI program success:

- ☑ Standardize the review and prioritization process
- ☑ Collaborate with CDI specialists and coders and listen to their feedback
- ☑ Utilize CDI and performance advisors to identify and resolve problems
- ☑ Employ a direct resource to discuss problems and get resolutions
- ☑ Prioritize ongoing education for CDI specialists

Collaboration for CDI success

By partnering with our experts and employing the right technology, the health system met its goals of improving its CDI, coding and quality departments. This partnership significantly improved its CDI program, including implementing best practice workflows, the standardization of the review process, the prioritization of opportunities, collaboration between CDI specialists and coders, and ongoing education and training. The outcomes demonstrate the positive impact that investing in CDI programs can have on a health system's financial performance, quality of care and patient outcomes.



Contact Solventum today

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Published 6/25