



Solventum™ Quality Transformation Services

- Identify the root cause of quality performance issues
- Provide a customized roadmap for quality improvement efforts with an organization-specific implementation plan
- Deliver accurate, complete and compliant reporting of quality metrics



The challenge: An accurate portrayal

Hospital quality scores are being made public every day. Whether from Medicare's Hospital Compare website, dozens of private and public profiling organizations (such as HealthGrades and Vizient) or even dissatisfied patients themselves, a hospital's reputation can be publicly challenged daily. Because of this, hospitals must ensure their public-facing scorecards are both current and accurate in order to uphold their reputation.

In addition, the healthcare industry is moving away from standard fee-for-service reimbursement and towards value-based purchasing programs, risk-sharing agreements and "payment adjustments" via traditional reimbursement programs. To thrive, healthcare organizations must embrace this new environment.

The solution: Investing to find the right program

Hospital staff are stretched with the demands of healthcare reform, cost pressures, increasing regulation and quality initiatives, often leading to initiative fatigue and reducing the positive results of quality initiatives. Hospitals therefore must focus their efforts on crucial initiatives rather than moving from one new initiative to another.

Solventum Quality Transformation Services can help customers identify the root cause of quality issues by first determining documentation accuracy. By viewing quality of care from a documentation perspective, an organization can create a long-term solution that supports improved quality measures and outcomes.

Solventum will partner with you to create a custom plan to improve your organization's reflection of quality by taking a comprehensive look at:

- Electronic health record (EHR) templates
- Clinical documentation integrity (CDI)
- Coding and quality complications workflows
- CDI and coding diagnosis query and capture processes
- Provider education and training plans

If potential quality of care issues are identified, Solventum can also assist in quality improvement plans.

The Solventum advantage

Solventum consultants apply their expertise with both public and Solventum-proprietary quality metrics to determine if a perceived quality issue or low scorecard may be due to any of the following:

- Documentation issues
- Missed CDI query/clarification opportunities
- Coder or coding issues
- Hospital policy or guideline issues
- EHR formatting/template issues
- Clinical quality or patient safety concerns
- Risk adjustment opportunities
- Training and communications

Solventum quality offerings are flexible and can be customized to each organization's unique situation. Our quality experts bring a diverse set of skills and tools to meet an organization's quality goals, including AI-driven quality reviews that can help CDI teams flag quality concerns and identify prebill quality issues. This collaboration can help to ensure accurate documentation.

Offering	Key capabilities
AI-driven technology for proactive quality review	<ul style="list-style-type: none">• Concurrent quality review technology with customized prioritization and swim lanes• Automated case-finding logic to surface cases with quality concerns, allowing prioritization• Simultaneous and retrospective (prebill) reviewer workflow and customized worklists for quality, CDI and provider staff• Advanced code sequencing that helps to ensure the top 25 most impactful codes are captured on the claim and duplicates are removed (includes hierarchical condition categories (HCCs) and Elixhauser comorbidity measures)
Improvement planning	<ul style="list-style-type: none">• Identify true quality issues by eliminating coding/documentation-related noise• Provide support for root cause analysis and quality improvement action planning• Highlight preventable issues to drive measurable change• Identify true quality issues by process review and design to ensure capture of risk adjustment conditions affecting expected rates of complications such as readmissions, mortality and patient safety indicators (PSIs)
Intelligent documentation	<ul style="list-style-type: none">• Automated and custom physician query technology to clarify documentation in real time• Reduced false positives and refined data for better reporting and decision-making

Offering	Key capabilities
Risk adjustment and quality optimization services	<ul style="list-style-type: none"> • Validates risk adjustment by ensuring accurate capture and sequencing of conditions to accurately reflect expected rates for mortalities, readmissions and complications • Optimizes processes that impact risk adjustment, improving concurrent and discharge workflows as well as documentation practices • Empowers teams with the education and training needed to sustain quality improvements and maintain compliance across all major risk adjustment methodologies
Software & services optimization	<ul style="list-style-type: none"> • Embedded complications/indicators logic in Solventum™ 360 Encompass™ System for efficient review • Validate documentation before claim submission with our prebill audit tool • Enhance current workflows with Solventum 360 Encompass optimization services
Tailored consulting & education services	<ul style="list-style-type: none"> • Enable documentation and quality audits on complications, readmissions, mortality and risk adjustment • Review and enhance EHR templates • Customize education for CDI, quality, coding and providers (general or metric-specific) • Customize workflow improvement and design including use/optimization of technology



Contact Solventum today

For more information on how our software and services can assist your organization, contact your Solventum sales representative, call us at 800-367-2447, or visit us online at Solventum.com.



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