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Case study: University of Utah Health

Salt Lake City

The study:

Location: Intermountain West

Hosptials: 4

Community Clinics: 11

Beds: 746 beds

Discharges per year: 35,000 average

Snapshot of University of Utah Health

University of Utah Health has grown from a single facility to an extensive healthcare system of four hospitals and 11 community clinics serving a large geographic area. The organization has 746 beds and averages 35,000 discharges each year.

University of Utah Health is recognized as the only academic healthcare system in the Intermountain West and consistently ranks among *U.S. News & World Report's Best Hospitals*.

Solventum™ 360 Encompass™ System technologies used by University of Utah Health

- Solventum™ 360 Encompass™ System

- Solventum™ Coding and Reimbursement System (CRS)

- Solventum™ 360 Encompass™ Audit Expert System – Code Audit

The challenge: Create a simpler, cleaner auditing process

The health information management (HIM) leaders at University of Utah Health needed a simpler way to manage their auditing program. For years, the organization relied on homegrown and third-party auditing systems, all of which were inefficient, slowed the process and left room for errors as the auditors moved between a variety of software systems and tools.

"Before Solventum Code Audit, we always had five or six audits lag for many months. We couldn't deliver accurate statistics to our departmental dashboard in a timely manner."

Nancy Treacy
Data integrity manager, HIM
University of Utah Health

For management, the auditing process posed different but equally difficult challenges. For starters, the audit process took too long: the organization would have five or six audits running at the same time and it took many months to complete any of them.

Worse still, there was no such thing as a "dashboard" that HIM leadership could use to deliver accurate statistics for their department, so creating reports for upper level management was difficult to achieve.

The solution: Simple, integrated coding and auditing

Because of its long-term working relationship with Solventum Health Information Systems, University of Utah Health discussed potential solutions that could integrate into other Solventum software and systems already in place.

Solventum suggested a newly developed system called Solventum Audit Expert which featured a module called Solventum Code Audit. Designed as batch-driven, auditing software, Solventum Code Audit fully integrates with Solventum 360 Encompass.

Among its many features and function, Solventum Code Audit:

- Identifies risk
- Documents corrections
- Engages the coder in monitoring and error prevention

But, better yet, with Solventum Code Audit, all code auditing processes at University of Utah Health could be managed on a single platform.

> *"Coders just click on a tab that's right in their workflow and see the recommendations. Our auditors like having the side-by-side comparisons. Everyone can easily see what changes are being suggested."*
>
> Nancy Treacy
> University of Utah Health

The result: Side-by-side and simplified audits

Audits are now being managed using the organization's clinical documentation and coding platform—no more "hopping" between complicated spreadsheets and different computer platforms. An added bonus is that communication between coders and auditors is more direct and transparent, thanks to the single platform.

Solventum Code Audit has helped auditors do their jobs more accurately and efficiently—and sped up the entire process.

"Coders just click on a tab that's right in their workflow and see the recommendations. Our auditors like having the side-by-side comparisons. Everyone can easily see what changes are being suggested," says Nancy Treacy, data integrity manager for University of Utah Health's HIM department.

Managers have also benefited. With Solventum Code Audit's integration with Solventum 360 Encompass, management also now has access to a convenient dashboard that helps to report on statistics and audit results, helping organizational leaders gain insight into performance and opportunities for improvement.

Teaming with Solventum has helped University of Utah Health move toward a more compliant and efficient revenue cycle. Solventum's technology helped streamline the coding process by implementing critical processes directly into their coding system.

Real results:

After going live with the Solventum Code Audit module, University of Utah Health reported significant performance improvements across a wide spectrum of internal initiatives, including:

Batch creation time fell from three hours to one

Audits are now managed using the clinical documentation and coding platform

Communication is standardized among departments

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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