



Health system leverages outsourcing partnership to transform HIM KPIs and reduce DNFC dollars by \$12.4M.

CLIENT STATS:

Northwestern health system
 337 beds
 Partner since 2010

“Due to our geographic location, it is very challenging to hire/maintain HIM staff, and [Savista], through my tenure, has provided the staff, expertise and services. [Savista] most specifically over the past year plus, has provided excellent leadership. This leadership has been the key to our new-found success.”

-Senior Vice President, Chief Information Officer

CHALLENGES:

Executives recognized that the HIM department required an overhaul to achieve their organization’s goals.

CONTRIBUTING FACTORS:

- Lack of HIM leadership in rural area
- Increased backlog in record completion
- Decreased coding accuracy and timeliness
- Ineffective communication between HIM, medical staff, and other departments

SOLUTION:

HIM Outsourcing

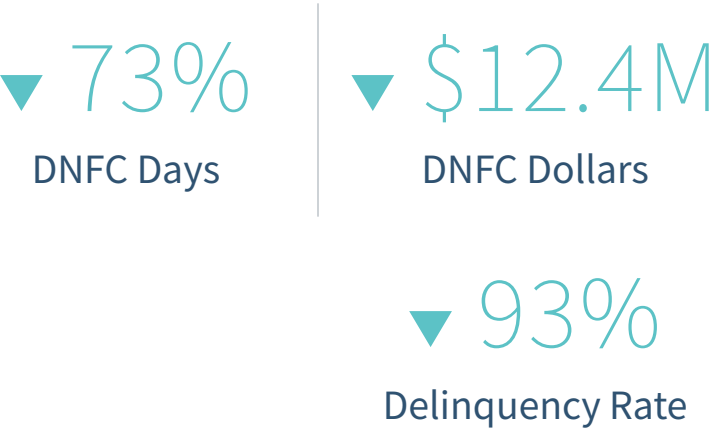
APPROACH:

HIM leadership and process improvement, including:

- Continual coding audits
- Physician collaboration
- Monthly KPI reporting
- Integration into health sytem leadership meetings and performance improvement projects

VALUE:

- Reduced delinquency rate
- Decrease in DNFC days and dollars
- Expert HIM leadership



KPIs	2010 (initial rates)	2011 (6 most post launch)	2021 (still improving)
Delinquency Rate	28%	20%	1-2%
Record Analysis	22 days	1 day	1 day
Coding Accuracy (avg)	Not tracked	95%	96%
Inpatient DNFC Days	8.8	N/A	2.4
Inpatient DNFC Dollars	\$15M	\$7.6M	\$2.6M

