



Impact of leveraging **Computer-Assisted CDI** at El Paso Children's Hospital

By

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Agenda



- About us
- Prior CDI Challenges
- EZDI Partnership
- Impact on KPIs
- Testimonials
- Summary



4845 Alameda Ave.
El Paso, Texas 79905

Core Values

- Healing Environment
- Excellence
- Accountability
- Respect & Dignity
- Transparency

122

Beds

4,000

Annual Discharges

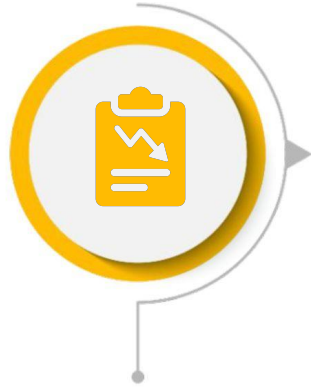
22k

Annual ED Visits

Prior CDI Process Challenges



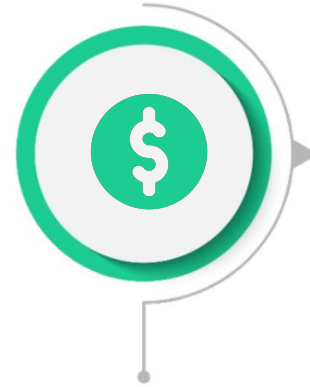
Manual
Process



Poor
Performance
Tracking



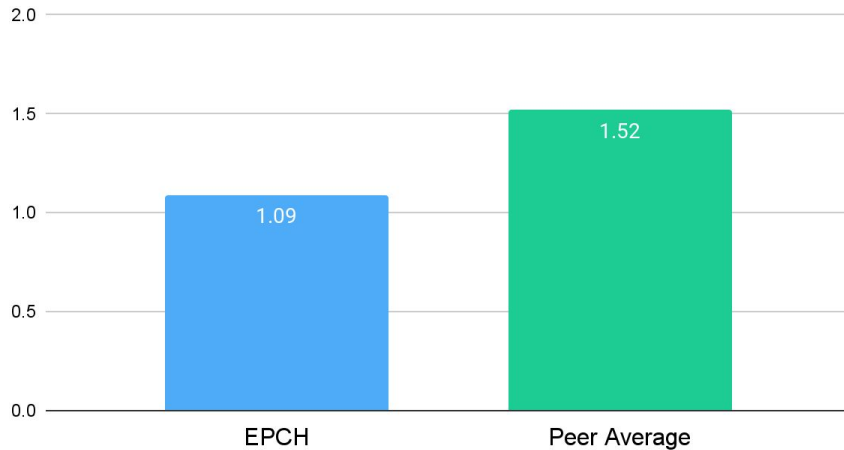
Poor
Metrics



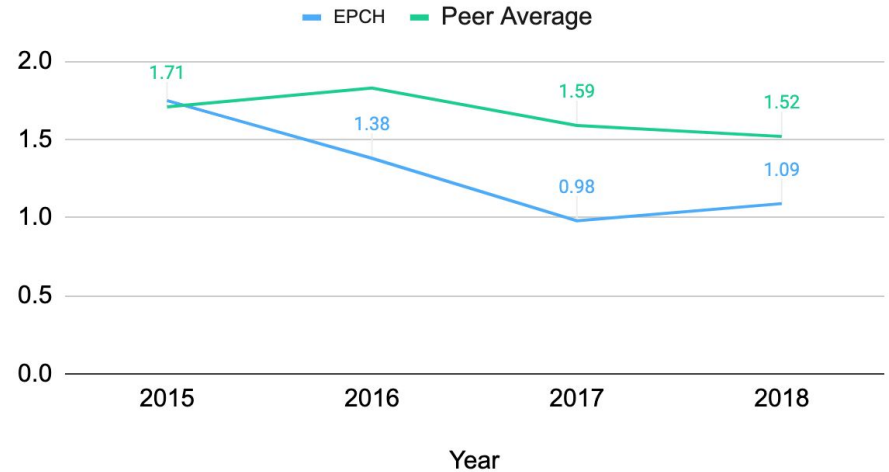
Less
Reimbursement

Prior Clinical Metrics

Case-Mix Index (2018)



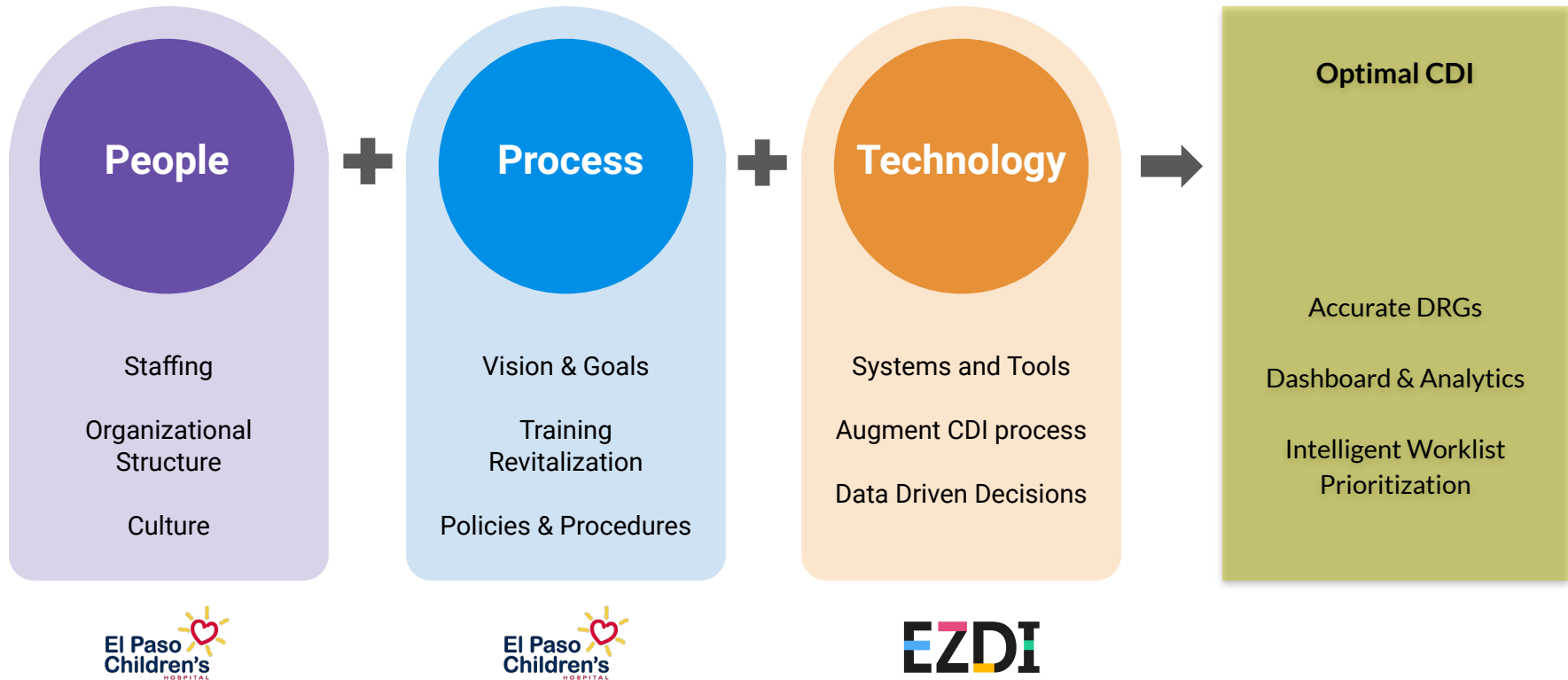
CMI YoY Trend



Documentation Challenges

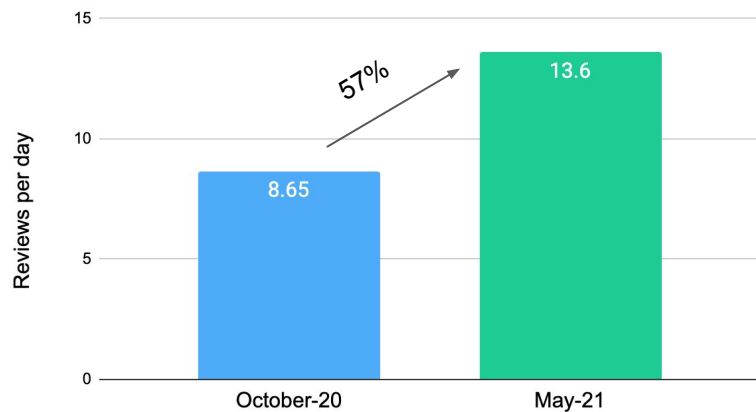
Prior Environment	CDI Solution
Manual tracking of queries	Query worklists and physician response tracking
Process claims with potential queries	Automatically suggested queries and case flagging
Unable to measure/improve quality & financial impact	Real-time reporting & analytics

An AI-powered partnership



Impact on CDI Process KPIs

CDI Staff Productivity



KPI	Baseline	Benchmark
% of reviews	55%	70%
Query Rate	10%	25%
% of positive responses	70%	95%
% of negative responses	13%	Less than 5%
% queries with no response	17%	Less than 5%
MD Response Rate	80%	More than 95%

Impact of Technology on Functional KPIs

▼ **50% - 70%**

Time to query

▼ **85% - 95%**

Time to manage daily census

▼ **70% - 90%**

Time spent on reporting

▲ **75% - 85%**

Physician Agreement Rate

▲ **85% - 95%**

Query Response Rate



Impact of Technology on Business KPIs

▲ 3% - 5%

Case-Mix Index

▲ 40% - 50%

CDI productivity

▼ 15% - 20%

Reduced Denials



Intangible Benefits

Cloud software removes the concern of downtime ever

Need/Concern	EZDI CDI	Benefits
System Access (Disparate)	One Single Platform	Collaboration between CDI & other staff
Downtime	Almost Zero	Uninterrupted operations. To enable care 24x7
Security*	Included	Safeguard patient health information (PHI)
Data Access for Insights	< 15 minutes (Near Real-Time)	Real-time decision making by CDI leaders

*EZDI is outspoken about its tough stance on Security



[Safeguarding Electronic PHI](#), [The Finance Leader's role in Cybersecurity](#)

(HFMA Articles authored by Chetan Parikh, CEO of ezDI)

CDI Staff Testimonials

"I would give EZDI a 10 for overall experience. The platform is very easy to learn and use. The customer service and technical support is without comparison."

"I know my personal productivity has at least doubled with the use of EZDI."

"ezDI is a paradigm shift in terms of CDI. The features of ezDI, the customer service and technical support, and the ease of use will move any facility to the forefront of CDI."

"Initially my day was reliant on paper, manual documentation and filing. EZDI completely upgraded this process. The ability to save and review records makes working with HIM so much easier and efficient."



Summary



- Poor CMI & manual workflow were a challenge
- People, Process, Technology are key
- Technology impacted functional and business KPIs
- AI-based technology improves health of organization

Thank you & Questions



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