



Prioritizing CDI on the ambulatory side of healthcare facilities

By

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Agenda



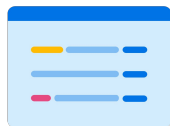
- About us
- Current Problem
- Shift to O/P
- KPIs and Benchmarks
- Technology Solution
- Expected Outcomes
- Summary



healthcare AI company for mid-RCM



Documentation



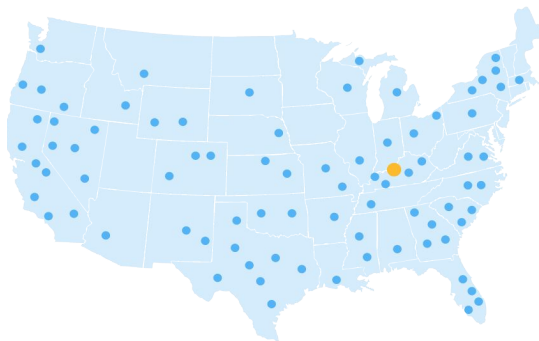
Coding



Audit



Analytics



100+

Clients

500+

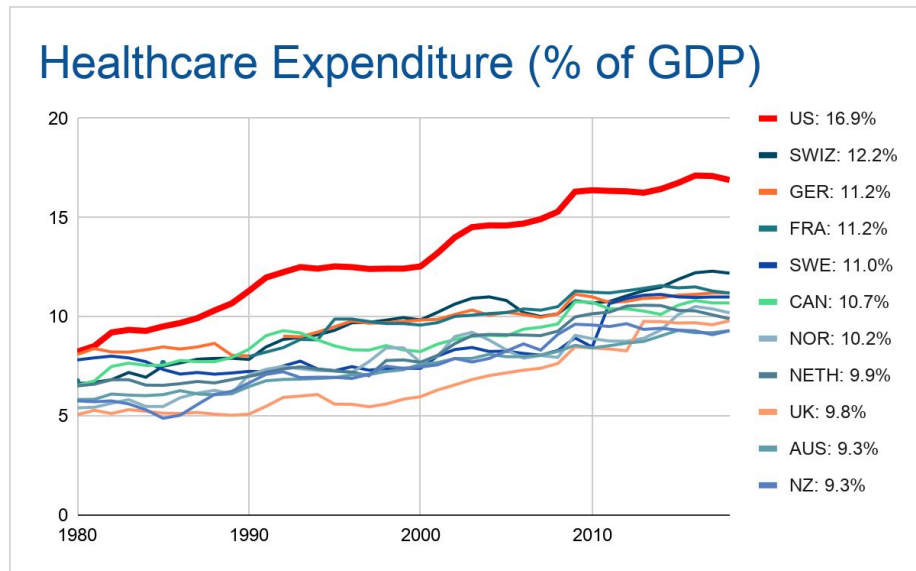
Employees

4.2M

Daily Charts



Problem - Highest Spending (\$4,000,000,000,000)



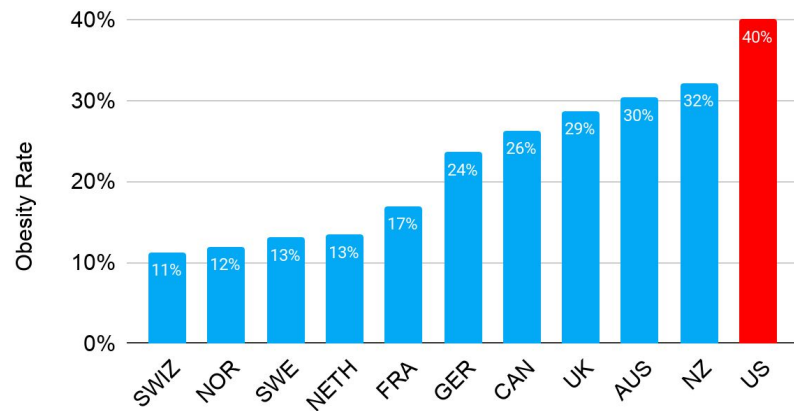
We spend too much on healthcare
18% of US GDP (2020)

*OECD Health Statistics, 2019

Is higher spending translating into favourable outcomes?

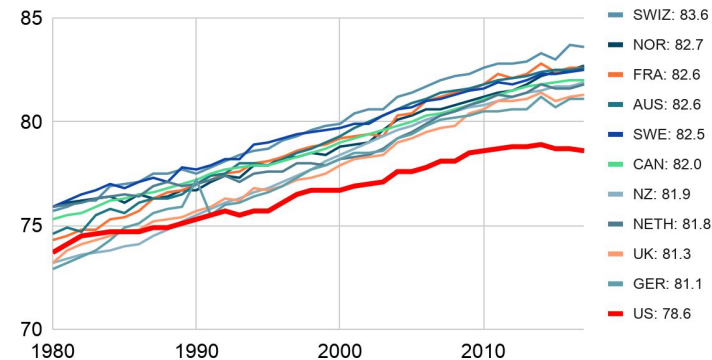
Problem - Worst Outcomes

Rate of Obesity

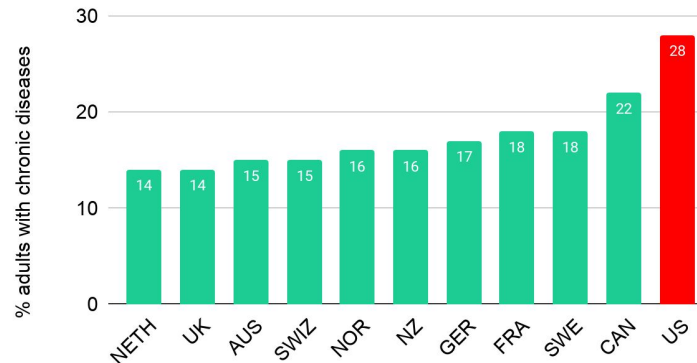


*OECD Health Statistics, 2019

Life Expectancy



Chronic Disease Burden

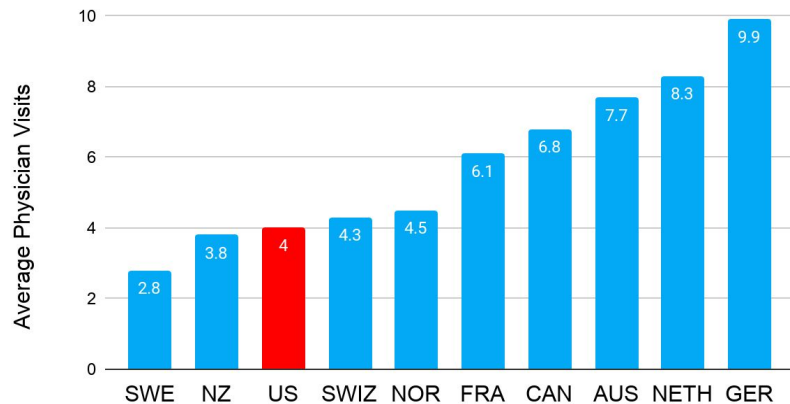


Why?

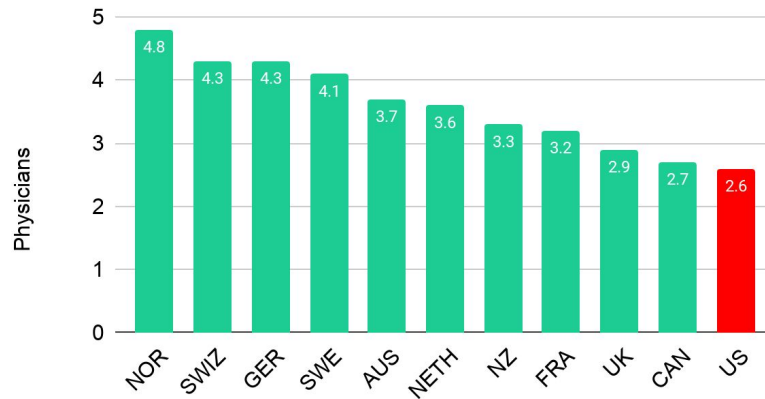
What needs to be done?

Potential reason

Average physician visits per year



Avg. physicians per 1000 population



Long **wait** before consulting a doctor



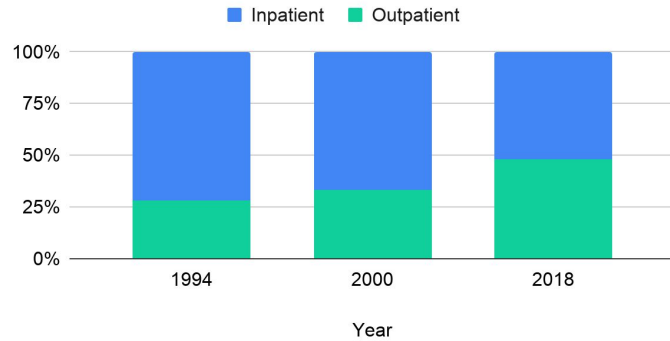
Resulting in **rushing to ED and I/P care**

*OECD Health Statistics, 2019

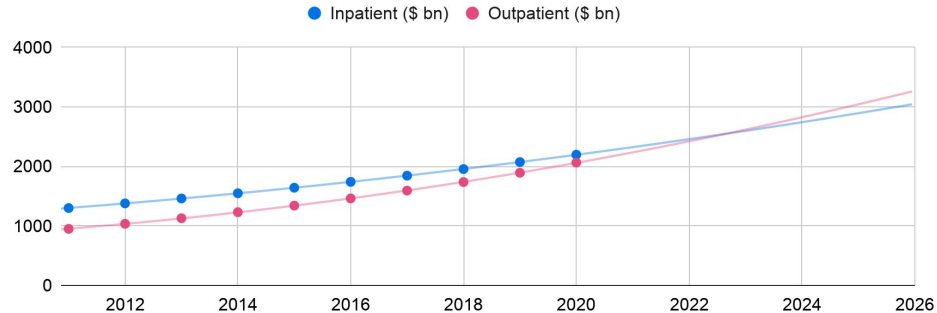
Increasing outpatient care is a potential solution

O/P Trend - growing at 9% annually

Revenue Distribution



Health System Revenues



*Deloitte Insights - Hospital Revenue Trends Report

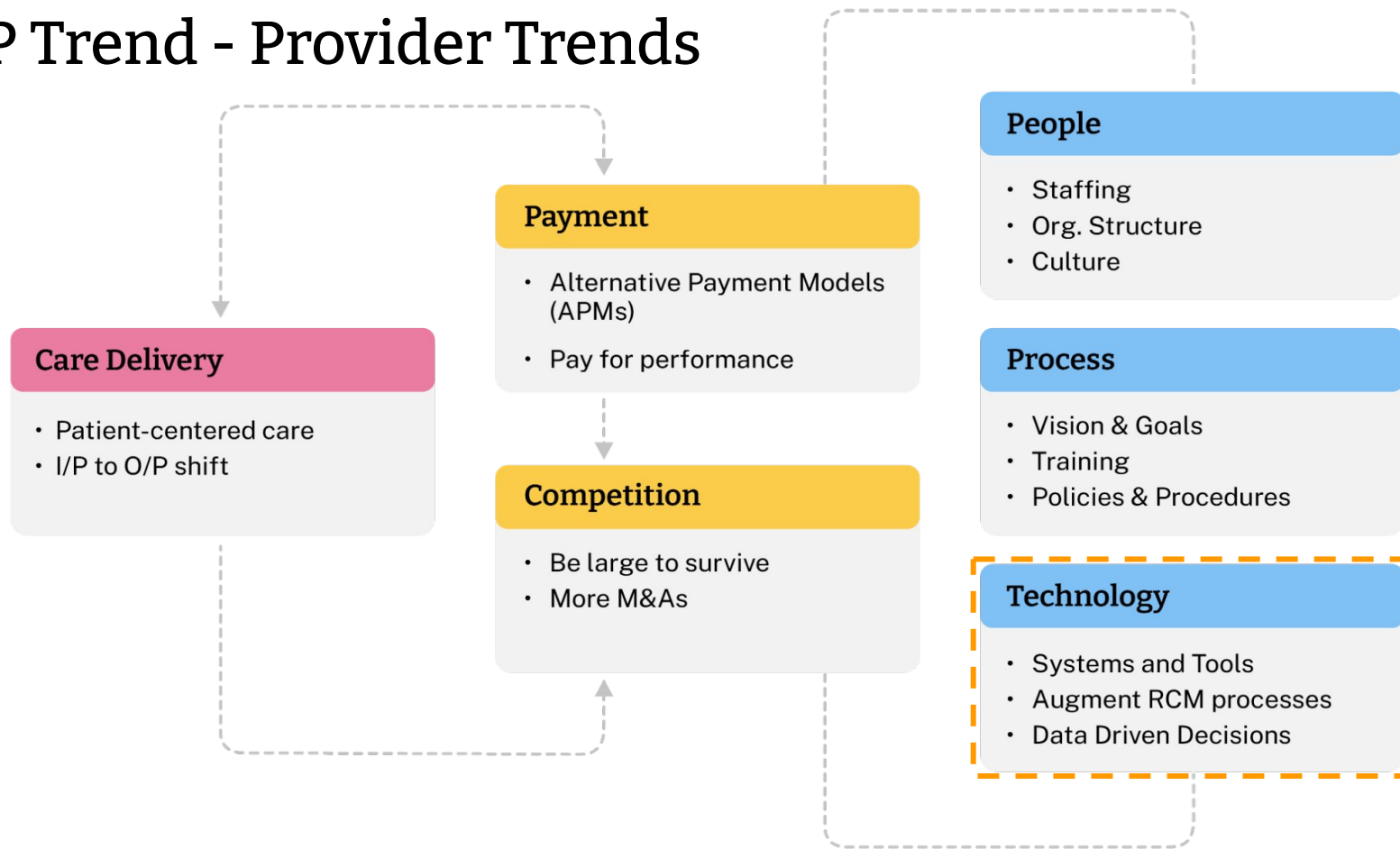
By year 2022, O/P market will exceed I/P

O/P Trend - Growth influencing factors



“The focus for the past 10 years has been on preventing readmissions, in the next 10 years, it will be on preventing admissions”

O/P Trend - Provider Trends

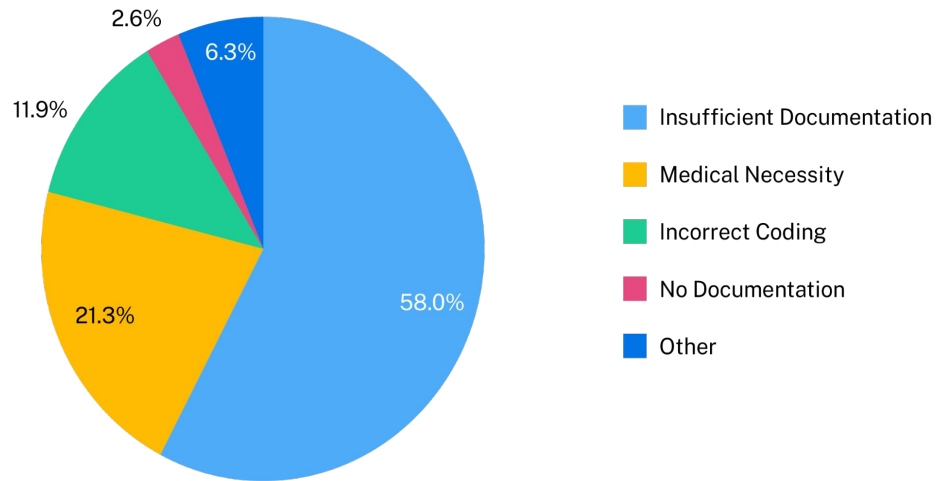


Financial inefficiencies

Inefficiencies in O/P reimbursements drains **~\$54 billion** from US healthcare.



Improper documentation and **coding** are the major reasons.



Common causes of improper payments

Proper documentation = clinical and financial success
Strong CDI program

KPIs

| KPI Type | KPIs | Benchmark |
|------------|------------------------------|-------------------------|
| Functional | Query Rate | 25-35% |
| | Query Response Rate | 90-100% |
| | Query Agreement Rate | At least 90% |
| | % of negative responses | Less than 20% |
| | % queries with no responses | Less than 10% |
| | Re-reviews per day | CDI Team Decision |
| Business | CDIs Productivity | 30% over baseline |
| | Financial Query Impact | CDI Leadership Decision |
| | Quality Measure Query Impact | CDI Leadership Decision |
| | Denial Rate | CDI Leadership Decision |
| | HCC Query Impact | CDI Leadership Decision |

Other Important Indicators

Time spent on

- Querying physicians
- Managing daily census
- Reporting



Technology for every step of CDI workflow



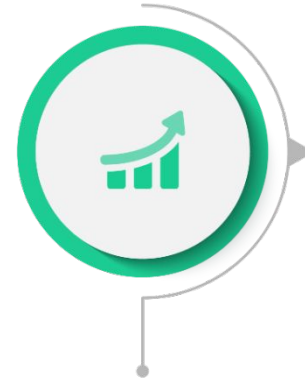
Worklist
Prioritization



Chart
Review



Query
Creation



Performance
Tracking

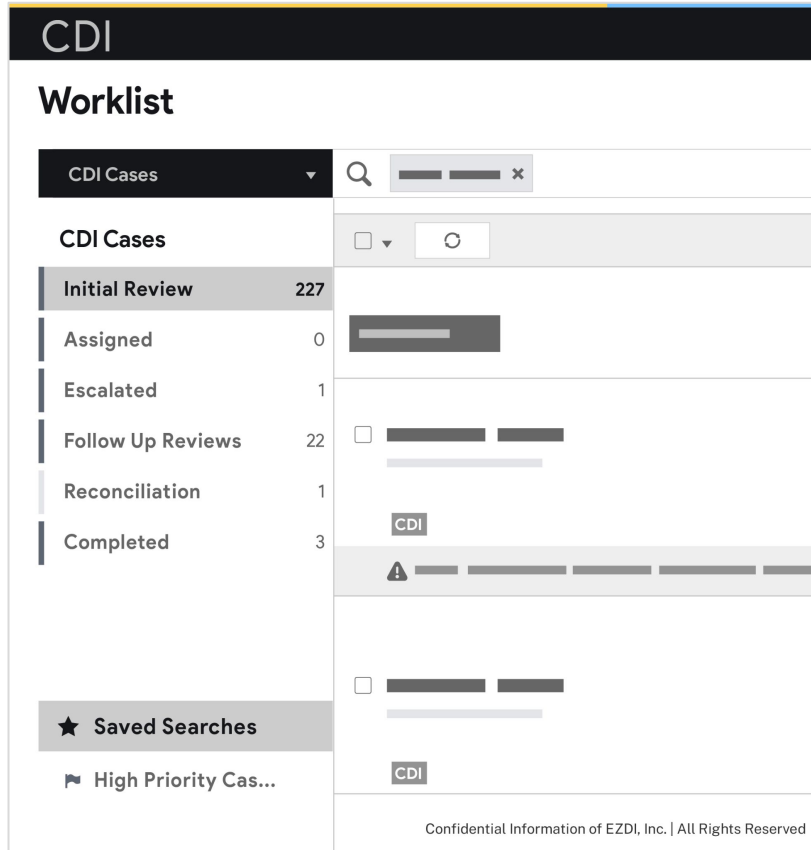


Impact
Reporting

11/11/2016



Worklist Prioritization



Tech - Chart Review



Chart
Review

CDI

TEST

Worklist

CDI Cases

Q

Initial Review ✕

Query Opportunity ✕

| CDI Cases | | <div><input type="checkbox"/> ↕</div> |
|-------------------|-----|---|
| Initial Review | 210 | |
| Assigned | 0 | <div><input type="checkbox"/> GEORGE, Peter Account#100000017 Room#R1</div> |
| Escalated | 1 | |
| Follow Up Reviews | 38 | <div>CDI</div> |
| Reconciliation | 2 | <div>⚠️ Query opportunity: PVD clarification, Tobacco exposure clarification</div> |
| Completed | 4 | <div><input type="checkbox"/> HARRISON, DONALD Account#A00000019 Room#R1</div> |
| | | <div>CDI</div> |
| | | <div>1. Chronic wound severity clarification</div> |
| | | <div>⚠️ Query opportunity: Chronic wound severity clarification</div> |

Tech - Query Creation



Query
Creation

ICD-10

Add Code

0/0

0/0

CODES (0 Accepted)

QUERIES (0 Replied)

[< Go back](#)

Query Physician New

Choose a Template*

Gustilo fracture clarification

Choose Associated Code

T14.8 - Other injury of unspecified body region

Choose Probable Code

S52.001A - Unspecified fracture of upper end of right ulna, initial encounter for closed fracture

Dear Dr. *

Please enter physician name

Free Text Area For CDS/Coder

Select Clinical Indicator and drop here!

Please clarify within the next 24 hours the appearance of the fracture as follows:

☐ Closed

☐ Open

☐ Open with a wound < 1 cm

☐ Open with a wound > 1 cm

☐ Extensive soft tissue damage and contamination but bone is covered

SAVE AS DRAFT

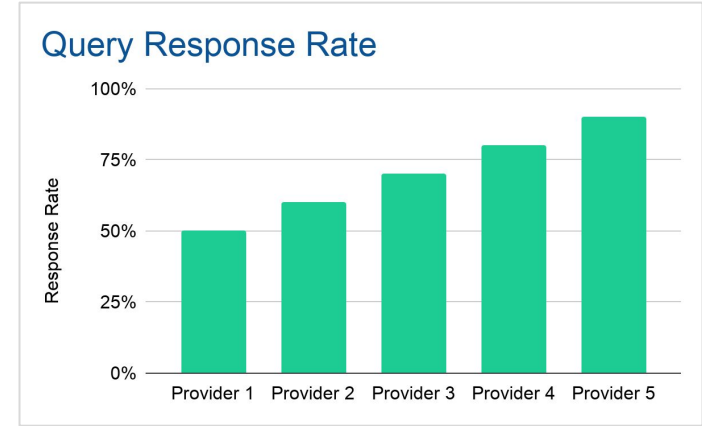
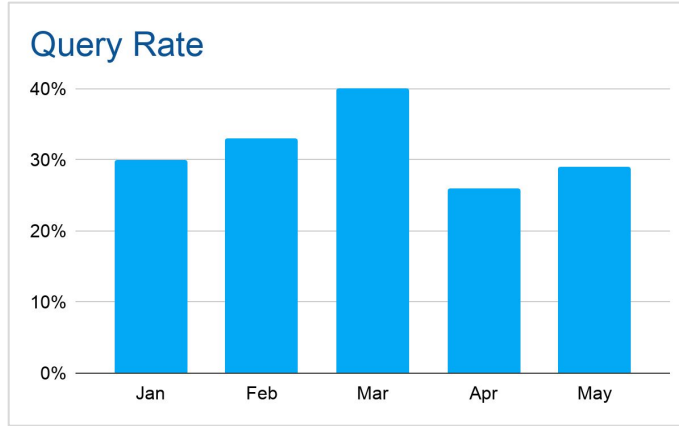
QUERY

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Analytics - Performance Tracking



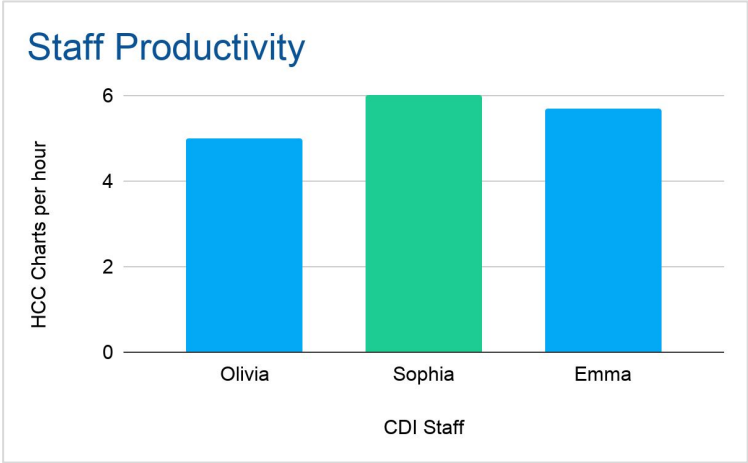
Performance
Tracking



Analytics - Impact Reporting



Impact
Reporting



| Rank | HCC | Description | Prevalence (% of members) |
|------|-----|---|------------------------------|
| 1 | 18 | Diabetes with Chronic Complications | 27.4% |
| 2 | 19 | Diabetes without Complications | 17.4% |
| 3 | 111 | Chronic Obstructive Pulmonary Disease | 17.4% |
| 4 | 96 | Specified Heart Arrythmias | 17.3% |
| 5 | 85 | Congestive Heart Failure | 16.5% |
| 6 | 108 | Vascular Disease | 16.0% |
| 7 | 87 | Unstable Angina and Other Acute Ischemic Heart Disease | 14.8% |
| 8 | 58 | Major Depressive, Bipolar and Paranoid Disorders | 10.8% |
| 9 | 40 | Rheumatoid Arthritis and Inflammatory Connective Tissue Disease | 9.4% |
| 10 | 12 | Breast, Prostate and Other Cancers and Tumours | 8.9% |

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

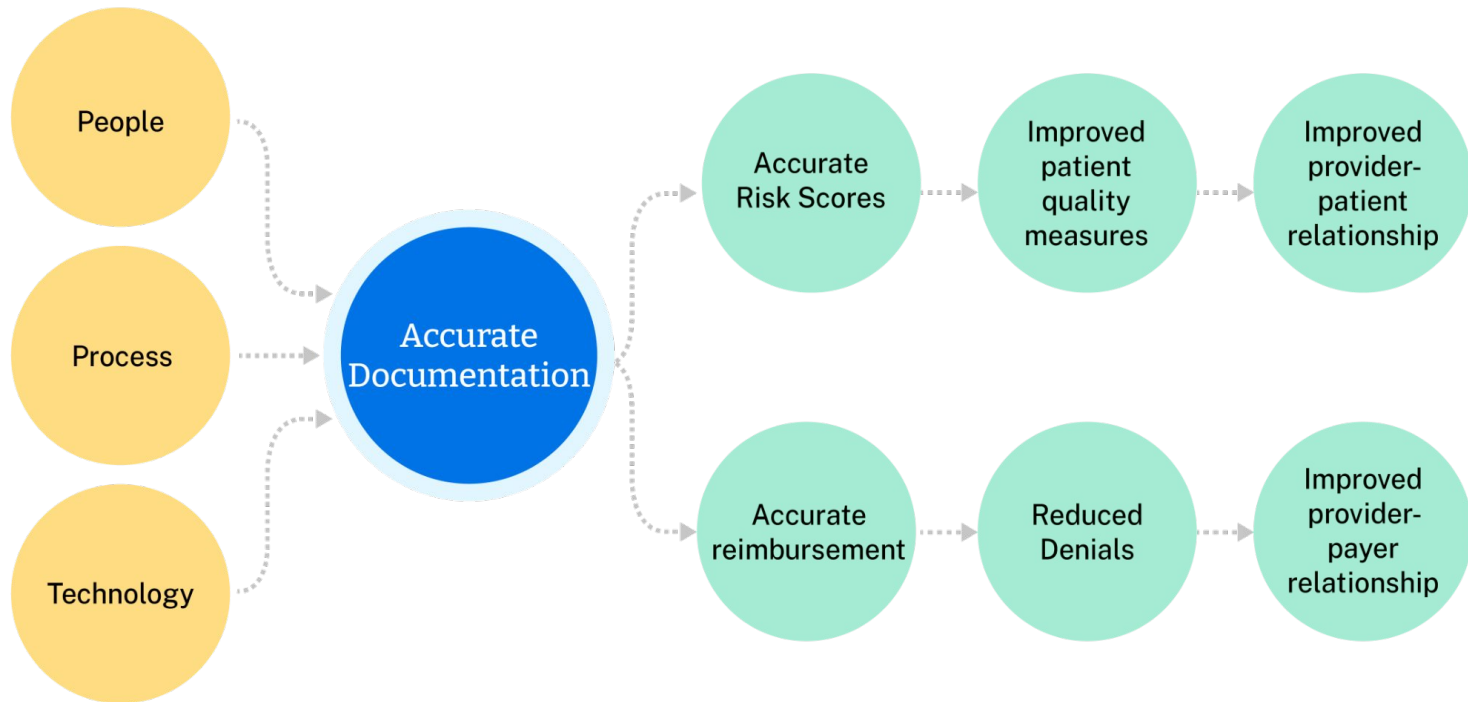
Impact of Technology on Business KPIs

▼ **20% - 30%**
Reduced Denials

▲ **20% - 30%**
Increased Risk Score Capture

▲ **40% - 50%**
CDI productivity

Outcomes of a good O/P CDI



Curated
Patient Care

Definitive
(Quality) Reporting

Improved
Reimbursements

Summary



- Higher spending, worse outcomes
- Shift to O/P care
- People, Process, Technology are key to survive/thrive
- Discussed top functional and business KPIs
- AI-based technology improves health of organization

Thank you & Questions



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