



## Eliminating Coding Backlogs

**Client Profile:**

48-Bed rural acute care hospital with a four-bed ICU and eight-bed telemetry unit.

**Challenge:**

The facility had a sudden turnover of several coders and were unsuccessful in attracting qualified candidates to fill their on-site open coding positions. Reduced staff levels quickly resulted in a severe backlog and an extremely high DNFB of nearly \$10 Million.

**Approach:**

An AQuity coding manager remotely coordinated with the onsite HIM Director to conduct a backlog assessment and develop a plan of action. Together, they coordinated appropriate remote staff to eliminate the backlog and work with the onsite team to improve quality, process visibility, and overall reporting.

**Results:**

The AQuity remote coding support services team helped the client:

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- Successfully eliminated all backlog in under three weeks and reduced DNFB to client target level of less than three days
- Maintained DNFB target levels during successive remote support tier downs as direct staff replacements came onboard and up to speed
- Raised overall facility coding accuracy levels to above 97% through high quality remote support and mentoring of onsite staff
- Mentor and cross train an existing coder to proficiently code inpatient cases in addition to their previously assigned outpatient workload
- AQuity Solutions team continues to assist on a PRN basis during high volumes, increased discharges, FMLA and/or other short-term staffing stresses to ensure cost effective management and control of their DNFB