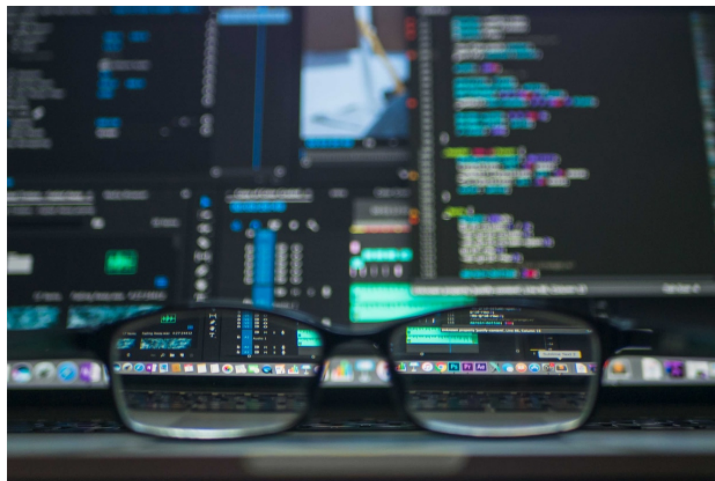


Medical Coding Services Quality Improvement



Client Profile:

Major Midwest university health system with
100+ affiliated clinics.



Challenge:

Notable coding quality issues with audits reflecting average scores in the low 90's.

Approach:

Following a long-term successful relationship for transcription services, the Aquity Solutions coding team was approached to address quality issues identified during their ICD-10 transition. Additional production and auditing resources were assigned along with new quality control measures and reporting designed to achieve ongoing compliance with accuracy scores of at least 95%.

Results:

Due to the swift resolution of the ICD-10 transition quality issues (accuracy scores were elevated to average nearly 97% in less than 30 days), Aquity was selected as the enterprise coding services vendor for all client outsourced volumes. Consequently, what began as a limited engagement expanded to double digit FTE support for inpatient, outpatient surgery, ED, and cancer center as well as professional fee and EKG coding production. Subsequently, Aquity was engaged to erase a three-month backlog of 8,300 ancillary encounters for a newly acquired facility and processed over 6,000 cases in less than 30 days. During this scope expansion, additional operational efficiencies were identified to decrease the touches required to code and bill encounters for both the acute care and the professional fee volumes, resulting in a single pathway for all cases. The Aquity team worked closely with the client to deploy additional training and ensure team members from both sides understood the changes and would be able to maintain the improved operational efficiencies and quality performance moving forward through enhanced reporting and communications. The quality improvements are a direct result of establishing clear expectations and clear lines of communication for team members from both organizations.

To learn more about Aquity Solutions coding services and how to improve your quality scores for acute care, pro-fee or other coding disciplines, contact us today at info@aquitysolutions.com.