

Case Study: Norwegian American Hospital Saves Over 40% With Strategic HIM Outsourcing



Challenge

- Clients suffered from a backlog of over 1,400 facility and professional fee records resulting in significant financial strain
- Certified domestic coding was becoming too expensive and quality was unreliable
- Inconsistent and inadequate quality assurance programs and reporting from vendors
- Medical record documentation lacked necessary specificity to assign proper ICD-10 codes
- Difficulty in planning, coordinating, and implementing educational initiatives for providers and HIM staff
- Issues with physician engagement around documentation improvement and education

The GeBBS Solution

GeBBS audited and developed a comprehensive cost-effective, high quality flexible coding solution. Highlights of the solution include:

- Started with a comprehensive audit to determine the cause of the backlog of 1,400 charts and provide education to physician staff on ICD-10 education and documentation
- Completed the backlog within two weeks using GeBBS' credentialed global coders to demonstrate efficiency and value
- Facility chose GeBBS' FlexCode outsourced coding solution based on quality results and cost effectiveness
- Ongoing support from GeBBS service delivery organization - coding, education, and consulting services

Results

- Backlog completely eliminated in 2 weeks
- Now codes 90% of hospital cases and 100% of professional cases
- 24-48 hour turnaround time
- 96%+ accuracy
- Weekly and monthly quality reporting with educational feedback
- 45%+ overall cost savings

At a Glance

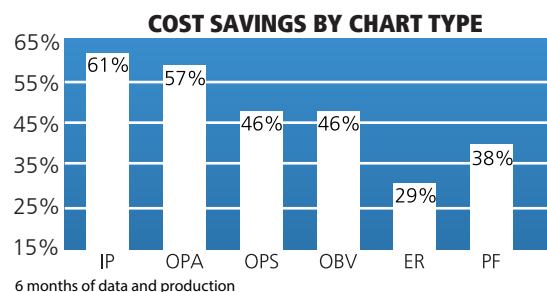
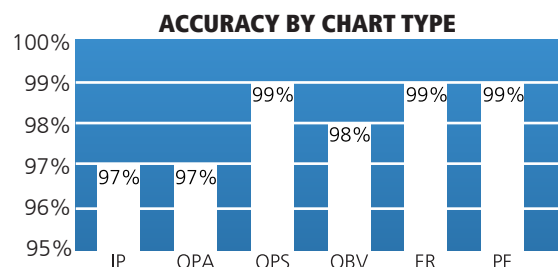
People

- AHIMA and/or AAPC certified coders
- Global production coding
- Domestic quality assurance & oversight

Process

- 96%+ accuracy
- 24-48 hour turnaround time
- 30%-50% cost savings per chart type

FlexCodeTM OUTSOURCED CODING



“The GeBBS global coding team has consistently adjusted staffing to address our growing volumes and continue to meet our needs from a quality and cost perspective.”

**- Michael Christiano
Director of HIM**

“The entire GeBBS team is actively engaged in finding opportunities and recommending and implementing solutions to maximize revenue cycle performance. The communication is the best I’ve ever experienced from a service partner. The GeBBS team is a partner and valuable resource that I can trust and expect results.”

**- Matthew Lauck
Ambulatory Service Manager**

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