

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

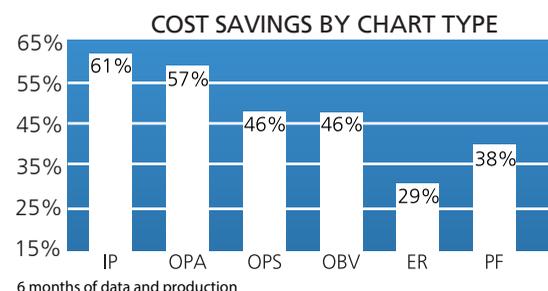
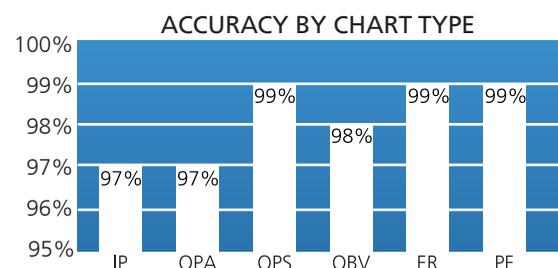
People

- 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

FlexSource



“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

Learn More; Contact Us Today!

GeBBS Healthcare Solutions, Inc.

600 Corporate Pointe, Suite #1250 | Culver City, CA 90230 | 888.539.4282 | sales@gebbs.com

www.gebbs.com