



QUERY CASE STUDY SUMMARY:

“To Query or Not to Query...
That is NOT the Question”

Continual increases in billing and payor requirements are driving unprecedented demands for detailed documentation. Many organizations are becoming more attuned to the potential tension created between providers and coding, CDI, quality, and reimbursement staffs. Throughout the healthcare industry, the majority of hospitals or healthcare systems have incorporated query programs; however in many cases they are driven solely from a compliance perspective.

Our Approach:

We believe that leadership should utilize query programs driven by analytics, as an opportunity for significant revenue creation while maintaining compliance standards. To reinforce our stance on this approach, we've conducted a case study that pulls from the results of a healthcare providers with and without data driven query programs.



RESULTS & FINDINGS



Increase in Bottom Line Revenue



Decrease in missed revenue (not captured due to poor program structure or insufficient documentation)



Highlighted education opportunities regarding non-compliance for providers

The benefits resulting from implementing an efficiently managed query program driven by data analytics are visibly captured in our day-to-day operations with the partners we serve. From relationship management to revenue management, our experience has proven that efficiently run query programs supported and driven by niche data analytics will be a valuable asset to your organization, both in revenue generation as well as coding and documentation compliance.



RESULTS & FINDINGS CONT.

120 Bed (Hospital)			
Time Frame	Year 1 (without data analytics)	Year 2 (with data analytics)	Change (%)
# Queries	313	316	3
Total Revenue	\$222,527.33	\$282,629.34	\$60,102.01 (27%)

465 Bed (Hospital)			
Time Frame	Year 1	Year 2	Change (%)
# Queries	737	1185	448
Total Revenue	\$1,078,142.41	\$2,500,442.34	\$1,422,299.93 (132%)

3459 Bed (Healthcare System)			
Time Frame	Year 1	Year 2	Change (%)
# Queries	3564	5915	2351
Total Revenue	\$4,022,294.80	\$7,822,378.48	\$3,800,083.68 (94%)

Increase in query volume due to YES Management Consulting Services assisting client CDI program & providing coder education.

Example 465 Bed Hospital: In year 1 (July 2016 – June 2017) utilizing a compliant query process, the query program generated \$1,078,142.41 in bottom line revenue. By implementing the data analytics program in year 2 (July 2017 – June 2018), the 465 bed hospital collected an additional \$1,422,299.93 (a 132% increase) which totaled \$2,500,442.34 in bottom line revenue.

Provider Response Time to Queries (days)			
Time Frame	2017 (Jul)	2018 (Jun)	Change (%)
120 Bed (Hospital)	14.94	5.86	9.08 (61%)
465 Bed (Hospital)	4.34	4.13	0.21 (5%)
3459 Bed (Healthcare System)	6.57	5.04	1.53 (23%)

*July 2017 set as baseline due to incomplete data prior to data analytics implementation

Results from the “Query Aging Report” that was provided to hospital supervisors weekly, outlining and prioritizing all outstanding queries and allowing the hospital supervisors to provide focused query follow up and closure of queries with final coding completed.