



CODER MENTORING CASE STUDY SUMMARY:

“Impact of a Comprehensive Auditing and Coder Mentoring Program on Quality”

When considering the constantly evolving and ever-changing coding landscape of today, efficient coding audit practices have become a crucial and necessary step in what healthcare organizations must do to remain compliant and profitable. One of the main recurring challenges healthcare facilities face is properly and accurately evaluating their coding procedures. Large Healthcare systems typically see a high volume of very complex cases. In turn, the intricacy level of coding that is required in these cases increases. Frequent and consistent audits not only evaluate the level of coding quality necessary for your organization to maintain its standard for success, but also yield a stronger return on investment. The benefits of conducting a monthly coding audit for a coding team can save the organization substantial amount of work, time and money in the long run.

YES has performed a case study with the following objectives in mind:

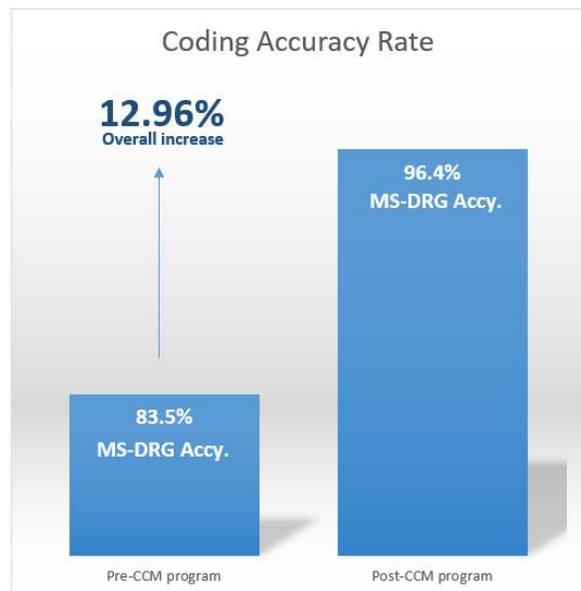
- **Identify significant pain points impacting coding quality**
- **Evaluate coding quality of coders that were selected into the Client Coder Mentoring program.**
- **Capture comparison data and analyze solution's impact on overall coding quality.**
- **Provide recommendations for future programs addressing similar challenges**



FINDINGS

During the 24-month period, YES auditors performed a 100% pre-bill review of approximately 7,800 total cases for all qualifying coders to the Coder Mentoring program. Based on the patient's clinical condition, the data analyzed showed inpatient coders in this case study, under coded encounters by \$60,000 per quarter and over coded by \$55,000 quarterly on average.

The implementation of a Client Coder Mentoring program over a 24-month period, yielded the following results:



Overall MS-DRG coding accuracy increased by 13% from 83.5% average coding accuracy to 96.4% by 4Q2018. In addition to a 100% review of coded charts including feedback per audit, additional 30 minute sessions per week were offered per coder, providing coaching and Q&A sessions.