



M*Modal CDI Solutions

Elevating the Clinical Documentation Improvement Paradigm



At a time when the long-term viability of healthcare organizations is directly dependent on meeting the twin objectives of quality and cost, improving clinical documentation is increasingly both more critical and complex. Consequently, Clinical Documentation Improvement (CDI) has become a strategic necessity that impacts far more than optimized claims processing: an accurate and complete note supports patient care, quality outcomes, compliance risk management and revenue integrity. While ICD-10 might currently be the top driver for CDI, an effective CDI program also impacts Meaningful Use and pay-for-performance initiatives and is central to organizational success.

In an environment of resource-heavy CDI implementations and costly consulting engagements, M*Modal adopts an entirely different approach for new and existing CDI programs. By embedding clinical intelligence and automation into current workflows, leveraging existing systems and investments, and extending present CDI coverage, the flexible M*Modal CDI program is designed to meet you at your state of readiness. M*Modal CDI software and services are built on a continuous, sustainable and collaborative improvement model.

EMBEDDED, GAME-CHANGING TECHNOLOGY

Our CDI Solutions are built on M*Modal's single, integrated, cloud-based platform that utilizes proprietary Natural Language Understanding (NLU) technology to embed clinical intelligence into documentation workflows. The NLU technology does the heavy lifting of combing through the note bloat of the EHR as well as narrative documents to find under-specified, deficient documentation and ICD-10 opportunities. In doing so, it merges the benefits of structured data and dictated documents while automating and standardizing the CDI process.

One of the key benefits of a single, integrated technology platform is that the same abstracted information can be used to enable targeted action in real time, concurrently and retrospectively. This revolutionary approach breaks the silos between front-end and back-end processes, and requires no additional configurations.




- By combining NLU technology with our front-end speech recognition solutions, we can deliver CDI and ICD-10 related real-time feedback to the clinician as the note is being created.
- The same information can be used concurrently to automate and streamline the workflow of Clinical Documentation Improvement Specialists (CDIS) for tremendous gains in efficiency and quality.
- This information can also be used retrospectively for dashboard views to identify opportunities and risks, and to build ROI when used with industry benchmarks.

Furthermore, the software is continually updated with the latest documentation tips as more clinical conditions and use cases are added.

A SUSTAINABLE, UNIQUE APPROACH

M*Modal has a three-pronged approach to enhance any CDI program and improve the vital areas of your documentation process. Our CDI program ensures that all your documentation (including narrative notes) is reviewed, for all payers and for all your high-value clinical conditions. The M*Modal system continuously and automatically reviews, analyzes, monitors and improves all your documentation, all of the time by always applying the same rules across all physicians, patients and payers. This unique approach brings in new levels of coverage, consistency and standardization in documentation processes, which are ongoing challenges for most providers.

M*MODAL CDI SOLUTION SUITE

M*MODAL CDI ENGAGE™	M*MODAL CDI COLLABORATE™	M*MODAL CDI ASSESS™
 <ul style="list-style-type: none"> • Support physicians with real-time feedback on documentation deficiencies • Provide in-workflow ICD-10 education • Reduce retrospective queries, boost physician efficiency 	 <ul style="list-style-type: none"> • Review 100% of your charts, extend CDI coverage to all payers • Automate CDIS workflows, streamline query processes • Standardize CDI practices • Support quality initiatives 	 <ul style="list-style-type: none"> • Evaluate documentation • Identify CDI and quality opportunities • See how you stack up against your peers • Determine which physicians need support

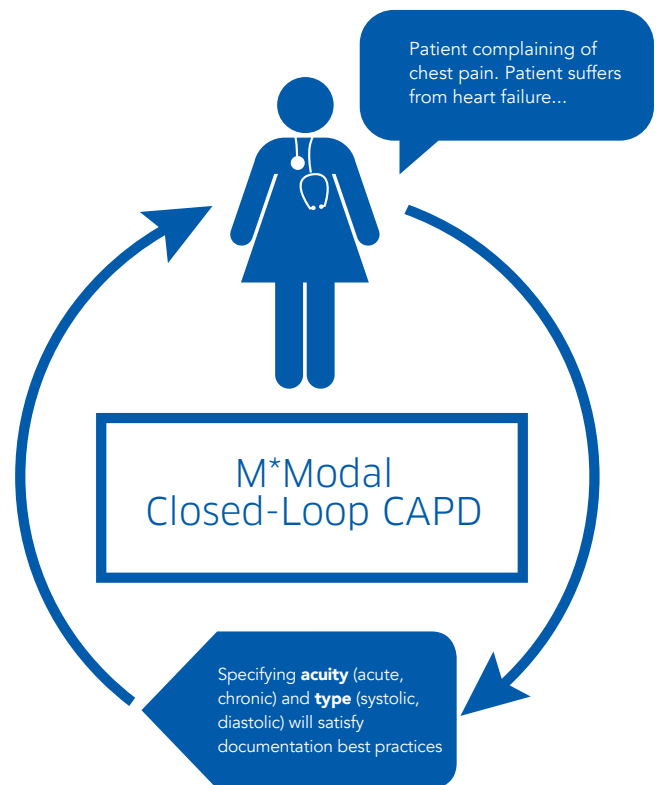
ADOPTION SERVICES

M*MODAL CDI ENGAGE

By combining documentation creation and improvement in a singular, seamless workflow, M*Modal ensures that the patient record is complete and accurate right from the start through an early clarification process. This physician-centric approach to CDI helps create better documentation at the time of reporting without compromising on workflow or productivity.

Physician engagement is a key success factor as well as one of the biggest challenges to any CDI program. By assisting physicians to make sense of complex CDI requirements and alter documentation behavior, the M*Modal system effectively engages clinicians in a non-disruptive manner within their natural workflow, thereby ensuring the long-term viability of your CDI program.

By utilizing the Computer-Assisted Physician Documentation (CAPD) functionality, M*Modal CDI Engage delivers real-time (as the physician dictates or types), automated feedback to clinicians in support of CDI, ICD-10 compliance and

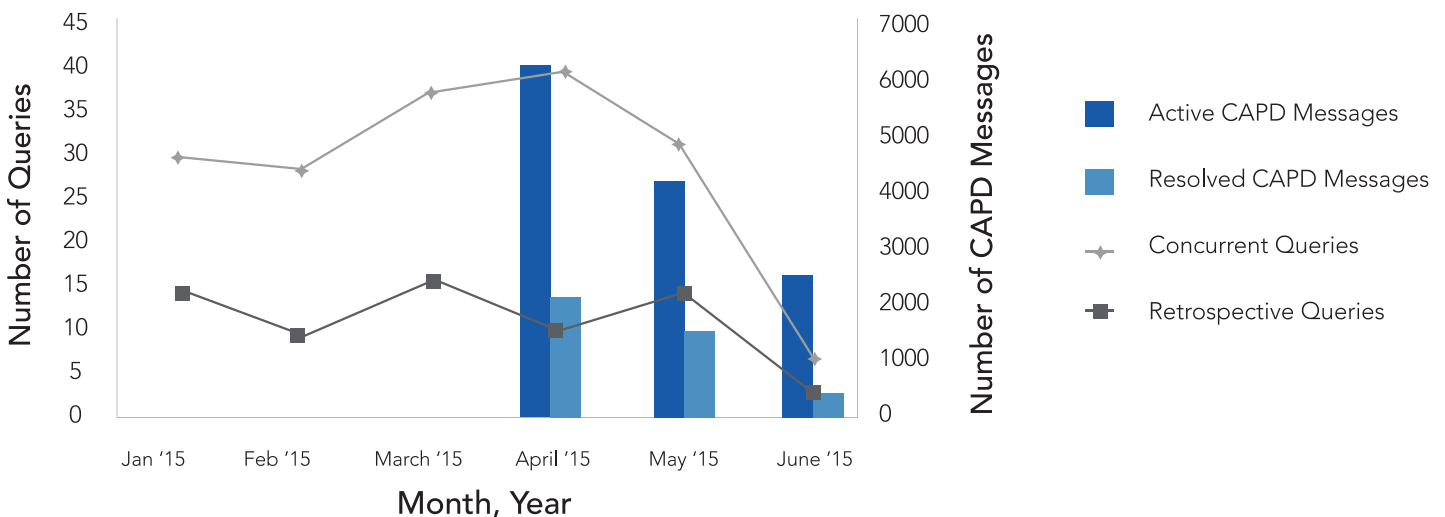


documentation best practices. M*Modal CDI Engage automates the identification of the most common documentation deficiencies and specificity queries in notes created via templates, typing and/or speech. The M*Modal solution helps physicians adequately capture complexity, acuity and severity levels, etc., in real time and within the documentation workflow, before the note is even saved into the EHR.

This unrivaled solution has tremendous downstream impact on CDIS productivity as everyday documentation gaps get addressed at the get-go, before they become issues for the CDIS to resolve. Moreover, this relieves the burden on the CDI team to find effective ways to continuously remind physicians of documentation improvement methods, which is a costly challenge for most organizations.

Additionally, this is also a physician education system that brings ICD-10 training out of the classroom and into the physician documentation workflow. The CAPD functionality can deliver context-specific, summarized documentation tips and more in-depth ICD-10 education on your common CDI problems and under-documented conditions. As physician proficiency in proper documentation for a particular clinical condition increases, the number and frequency of messages would decrease, as would the attendant need for related education.

QUERY VS. CAPD COMPARISON



*Graph shows significant reduction in query volumes for conditions addressed by M*Modal CDI Engage. Note that the number of CAPD messages itself goes down over time as physician proficiency in documenting targeted conditions improves.*

BENEFITS:

- Supports physician workflows by delivering targeted documentation assistance and remedial suggestions to the clinician in true real time
- Provides both a documentation improvement and an in-workflow learning system for greater efficacy
- Delivers real-time and automatic clinical assessment of the note for timely action
- Enables continuous and sustainable improvement, user-friendly education in ICD-10 and documentation best practices
- Minimizes retrospective queries, maximizes physician productivity and satisfaction
- Facilitates improved medical communication and collaborative care with closed-loop clinical documentation

M*MODAL CDI COLLABORATE

To support back-end CDIS workflows, M*Modal utilizes its NLU technology in an innovative manner for a collaborative CDI model. This is an enterprise document, clinical information and workflow management solution that enables in-depth insight into improvement of documentation quality and patient care.

To promote the comprehensive understanding of patient information through the entire encounter, M*Modal accesses information from unstructured report narratives, aggregates data from clinical systems such as EHRs, and adds contextual understanding to this information. The technology analyzes and evaluates time-sensitive content continuously and consistently to significantly enhance efficiency by automating costly, manual chart reviews and streamlining disjointed workflows.

This automated chart review analyzes every word of every encounter document and identifies under-specificity in concepts such as laterality, acuity, severity, episode of care, etc. in support of the ICD-10 code set. It enables CDIS to know exactly which documentation to review and where to find it. Furthermore, it streamlines the query and correction workflow by generating automated, summarized, supporting evidence of clinical indicators that include information on vital signs, labs, symptoms/diseases, medications, social history, etc.

To simplify complex workflows, the system also generates automated, continually-updated CDI worklists that streamline fragmented query processes and provide a robust interface for managing the correction of CDI discrepancies. The query building process is also automated with extensive query template functionality and other tools to enable CDIS to effectively interact with physicians during the query process. Managers can utilize tracking and reporting tools that can look across all their CDIS.

Additionally, a highly sophisticated search functionality enables you to quickly identify the information that's most meaningful to you so that you can identify trends, report on and improve performance.



BENEFITS:

- Automates review of 100% of records to cost effectively extend CDI coverage beyond Medicare to include commercial payers
- Identifies cases with missing elements of specificity and generates automated worklists to streamline workflows
- Delivers summarized evidence of clinical indicators for unparalleled consistency and efficiency
- Provides an advanced query workflow to close the loop with physicians on CDI queries
- Serves as a central repository with a single access to all encounter documentation for the entire healthcare organization
- Provides a platform for collaboration between coders, nurses, CDIS, HIM managers, etc.
- Standardizes CDI processes across the enterprise

M*MODAL CDI ASSESS

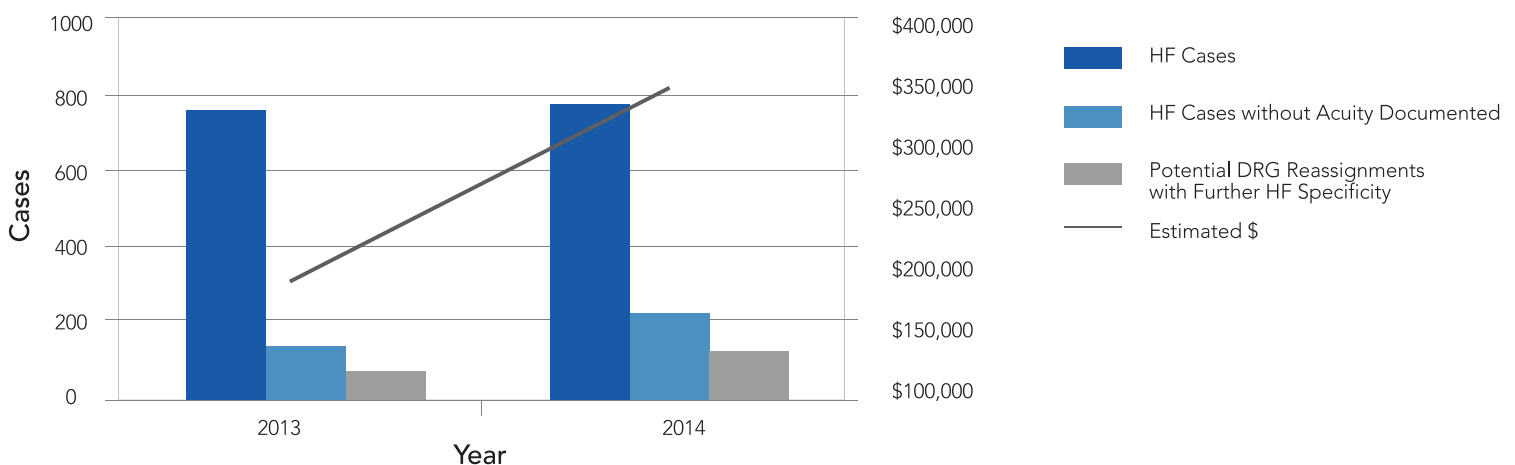
To enable targeted action for optimized, cost-effective impact, it is first important to know where your problems lie. M*Modal CDI Assess allows you to gain instant visibility into patient data typically trapped in the narrative to identify missed financial opportunities, compliance risks, gaps in communicating patient care and CDI opportunities. With the help of document-based dashboards, you can meet new documentation quality standards and identify outlying physicians most in need of support. This can all be done automatically across all narrative reports, reducing costly manual abstraction efforts.

Importantly, by using industry benchmarks you can see how you stack up against your peers. With an objective assessment of your hardest-to-access narrative documentation, you can have a better idea of how a comprehensive CDI program can impact your Case Mix Index (CMI). By comparing your hospital's CMI against MEDPAR (The Medicare Provider Analysis and Review) data, you can build an ROI and game-plan for improvement. A CMI that is lower than that of peers indicates that documentation is not fully capturing the complexity of the patient population.

Are your complication or comorbidity (CC) and major complication or comorbidity (MCC) rates at or near best practices? We can evaluate your capture rates against the MEDPAR file to see what even a small percentile improvement could mean to your bottom line. Other indicators such as expected vs. actual length of stay (LOS) can also be evaluated to give a clear assessment of the opportunities and risks so that you can take targeted, timely action.

Consider the example below of heart failure (HF) documentation. In 2014, over 25% of heart failure cases did not have the acuity documented. And about 50% of the under-documented cases could have a DRG reassignment with the right specificity in the note. This could have meant over \$350,000 of revenue loss with just one condition. What are your high-value conditions that could be under-documented and how much are they costing you?

HEART FAILURE OPPORTUNITY TRENDRING



An example of what failure to fully specify just one condition could mean to a hospital.

BENEFITS:

- Automates the identification of documentation issues and minimizes costly manual processes
- Evaluates your documents against MEDPAR data to understand financial and quality improvement opportunities
- Pinpoints physicians in need of targeted education
- Identifies your high-value clinical conditions to enable quick, targeted action

ADOPTION SERVICES FOR CDI SOLUTIONS

M*Modal is the only provider of clinical documentation solutions that makes Adoption Services an integral part of its solution. This team of in-house documentation specialists will help you maximize our advanced technology and optimize your CDI workflows.

Our professional services team specializes in providing at-the-elbow training to physicians and helps clinicians use the M*Modal CDI Engage feedback to document proficiently in their EHR. We can also provide strategic planning and advisory services to help determine appropriate timeline and scope, identify key clinical conditions for CAPD notifications to maximize value to physicians, and deliver ongoing reporting for targeted effectiveness.

Additionally, our Adoption specialists will work directly with your CDIS to optimize the solution to their CDI workflow and provide guidance on which conditions/DRGs to focus on.

These experienced professionals with deep domain and product expertise engage clients with a series of on-site and virtual meetings for a customized approach to meet individual needs. With clearly-defined project milestones and completion criteria, success is systematically achieved and measured.

Our proven processes and monitoring services include:

- Discovery and benchmarking
- Workflow analysis
- CAPD “silent mode” reporting before messages go live to physicians
- CAPD “active mode” reporting once physicians are receiving notifications at the time of note creation

BENEFITS:

- Improves physician adoption and proficiency in documentation while also boosting physician productivity and satisfaction
- Optimizes CDI workflow by fully utilizing M*Modal technology
- Helps design workflows to meet individual physician needs for greater efficiency
- Enables lasting improvement in physician documentation habits





ABOUT M*MODAL

M*Modal delivers innovative solutions that capture the complete patient story by facilitating clinical workflows, enabling collaboration and providing insight for improved delivery of care. M*Modal is the leading provider of interactive clinical documentation and Speech and Natural Language Understanding technology, as well as medical transcription, narrative capture and support services. Our flexible, cloud-based technology and services convert the physician narrative into a high quality and customized electronic record to enable hospitals, clinics and physician practices to improve the quality of clinical data, as well as accelerate and automate the documentation process. Our solutions address the critical issues for the future of the healthcare industry—from EHR adoption to accurate ICD-10 coding to enhanced business analytics.

To find out more, visit our website at mmodal.com or contact us at **866-542-7253**.

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