

DOCTORS HOSPITAL AT RENAISSANCE IMPLEMENTS FIRST CDI PROGRAM WHILE INCREASING PHYSICIAN SATISFACTION AND QUALITY OF CARE FOR PATIENTS

Huron worked side-by-side with physician-owned Doctors Hospital at Renaissance (DHR) to design and implement the organization's first clinical documentation improvement (CDI) program, ensuring the approach was customized to the unique culture and strengths of the organization. The first-ever CDI program at DHR yielded significant financial ROI, improved quality of care and increased physician satisfaction.

CHALLENGE

Doctors Hospital at Renaissance had no clinical documentation improvement program and sought to build one from the ground up. It was crucial for leadership to gain buy-in while developing a CDI program and processes that would show results quickly.

"We have a very successful program and Huron has been integral to that success. I call them the anti-consultants, because they are more mentors than consultants. They're respectful of your culture, they capture your strengths, acknowledging the things you do well, and they work one-on-one with you to ensure results."

NINA BOIES,

RN, BSN, VICE PRESIDENT OF RESOURCE
MANAGEMENT, DOCTORS HOSPITAL AT RENAISSANCE

APPROACH

Huron worked with leadership at DHR to design and implement a complete CDI program. New processes, education and communication helped DHR secure more than \$16.4 million in project benefits since initial implementation in 2012, exceeding the goal of \$3.5 million annually.

RESULTS

Increased physician satisfaction

Improved mortality scores, length of stay
and case mix index

\$16.4 million in project benefits since 2012

"Our hospital is different from many others in that physicians own it. So the way we work with our physicians is different and very important," said Nina Boies, RN, BSN, Vice President of Resource Management. "The Huron team helped us develop our program and then present it in a way that allowed physicians to understand it and see the benefits."

Creating new processes. Huron's expertise in clinical documentation helped DHR design and implement a best-practice CDI process from scratch. The Huron team created a customized process flow map and initiated a communication and education plan for providers and coders. Consistent communication led to a high level of physician and stakeholder buy-in.

Implementing effective tools. The engagement team worked with leadership and CDI staff to identify the most effective tools to ensure optimal performance. Huron worked with DHR's IT team to

develop actionable CDI reports using their existing HIS software. They also implemented Huron's CDI tool to provide accurate and continuous monitoring of metrics and financial data.

Providing training and education. Training was crucial since staff did not have prior CDI experience. As part of the program launch, Huron provided two weeks of initial didactic training, followed by four weeks of hands-on training during clinical rotations. Huron also provided extensive physician education to all specialties at DHR.

This approach, coupled with effective processes and tools, ensured appropriate and optimal payment for DHR services. Huron continues to provide periodic training to make sure documentation accurately reflects the acuity of each patient so that DHR receives appropriate reimbursement and remains compliant.

Doctors Hospital at Renaissance (DHR) is a 530-bed, physician-owned health system offering comprehensive care on the U.S. southern border. More than 600 physicians in over 60 specialties and sub-specialties serve more than 265,000 patients annually at DHR.



[huronconsultinggroup.com](https://www.huronconsultinggroup.com)

© 2019 Huron Consulting Group Inc. and affiliates. All rights reserved. Huron is a global consultancy and not a CPA firm, and does not provide attest services, audits, or other engagements in accordance with standards established by the AICPA or auditing standards promulgated by the Public Company Accounting Oversight Board ("PCAOB"). Huron is the trading name of Pope Woodhead & Associates Ltd.

19-0462