



CDI Case Study

e4health CDI Solutions Yield Significant Financial and Quality Improvements

The Challenge

When a 125-bed acute care medical center located in the heart of Eastern Long Island, New York, needed assistance taking their Clinical Documentation Integrity (CDI) Department to the next level, they turned to e4health. Originally an independent community hospital, the center had only one CDI staff member with no formal training, and needed a partner to help implement CDI best practices.

The e4health Solution

Recognizing the need to bridge this gap, e4health intervened, providing several months of rigorous on-site CDI training and continuous mentoring. Upon the retirement of this initial CDI staff member, e4health didn't skip a beat. They trained and mentored another CDI from the hospital, ensuring a seamless transition and maintaining the same standard of service.

The CDI evolution didn't stop there. When this customer became part of a larger university health system, e4health's role evolved as well, and additional CDI consultants were deployed, rapidly demonstrating an impressive return on investment. These consultants have consistently met Key Performance Indicators (KPIs), providing value with minimal management effort. They've remained a crucial part of the team since onboarding. e4health's partnership with the medical center transcends beyond just meeting KPIs. Their CDI consultants also create monthly reports for the center's executive leadership and actively participate in weekly meetings with key personnel, including the HIM Director, Hospitalist Chief, Chief of Cardiology, Director of Residency Program, and Directors of Quality, Nursing, and Case Management.

Achieving Quantifiable Return on Investment

The true testament to e4health's commitment is visible in their substantial return on investment. The e4health team has helped the health system realize over \$1.5 million annually. This impressive figure translates to over \$700 of positive revenue impact per record reviewed. Beyond just the financial implications, e4health has also driven positive change in the center's quality metrics, improving Vizient Risk Mortality Scores by a remarkable 63%.

Cumulative Financial Impact from CDI Queries: 4/2015-7/2023: \$12,506,237

- Average CDI Query Rate (June22-July23): 41.6%
- Average CDI Query Agreement Rate ≥ 85%
- Average CDI Response Rate: ≥ 98%
- Average monthly dollar amount from CDI Queries : \$181,767.
- Vizient Risk Score Review Mortality Outcome Averages:
Pre-CDI Review: 3.6017, Post-CDI Review: 5.8743



How Can We Help Your CDI Program?

For nearly two decades, e4health has been redefining the standards for clinical documentation integrity.

The e4health CDI Team is here to cater to all your CDI needs, including IP and OP CDI staffing, auditing, assessment, education, and CDI consulting. Schedule a call today with our CDI leaders who are eager to address your concerns and simplify your tasks.