

Geneva General Hospital achieves 100% case coverage and amplifies outcomes



\$1.7M

reimbursement
increase

100%

review rate

3.7%

CMI increase

CHALLENGE: Fragmented and manual processes limiting CDI team productivity and case coverage.

SOLUTION: Nuance CDE One

RESULTS: Streamlined and prioritized workflow enhances CDI team efficiency and impact.

A facility of Finger Lakes Health System, Geneva General Hospital (Geneva) is a 117-bed acute care community hospital providing primary care and a full range of secondary level services. Located in upstate New York, Geneva General Hospital operates a 14-bed intensive care unit and telemetry unit as well as pediatric beds.

Tasked with revamping the hospital's CDI program, Laura Kushner, RN, MS, CPHQ had limited resources at her disposal. Dealing with fragmented references, coding, and EHR systems, she struggled to effectively manage her time to drive optimal impact. Kushner knew she needed a technological solution to help streamline her workflow and drive the results she knew were possible.

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— Laura Kushner, RN, MS, CPHQ, Clinical Documentation Specialist,
Geneva General Hospital

Finding a solution

While Kushner was prepared to evaluate different vendors, upon speaking to colleagues across the CDI industry, Nuance CDE One was repeatedly mentioned as a clear frontrunner. "When I talked to the people who used the CDE One product, they convinced me. They talked about the systems they had used prior, and how switching to CDE One had solved many of their problems," says Kushner. With this first-hand assurance, Geneva moved forward with deploying Nuance's solution in 2020. While the pandemic altered their planned in-person implementation, the Nuance team was able to quickly pivot to a virtual model. "It couldn't have been smoother. The Nuance team was wonderful, and we were able to work with the other departments here in our hospital virtually to make sure that all the data was flowing," remarks Kushner.

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— Laura Kushner, RN, MS, CPHQ
Clinical Documentation
Specialist, Geneva General
Hospital

Harnessing the power of CDE One

With CDE One, Geneva’s CDI team was able to prioritize their workflow and streamline manual processes with access to centralized information. “The organization and prioritization of your daily process is so easy. It’s all right there in front of you, and all your resources are there. You’ve got your medical record, you’ve got your coding, the decision trees...everything right in front of you,” says Kushner.

After deploying CDE One, Geneva’s CDI program saw an immediate impact. “As soon as I started using the product, the number of patients I could see in one day increased. Having all of the information from the record there really did help productivity. We actually were able to increase quite rapidly to doing 100% of all our patients rather than just the CMS patients,” explains Kushner. Moreover, Geneva’s CDI department has seen strong physician engagement, with a 95% provider response rate.

As Geneva was able to increase CDI case coverage, they also saw positive downstream effects in their quality outcomes. “We saw an immediate impact on our case mix index. We see an increase every month in our pre- and post-CDI case mix index, and that’s really been sustained,” Kushner explains. In fact, Geneva has seen a 3.7% increase in case mix index since deploying CDE One, surpassing their organizational goals. The improved quality of Geneva’s documentation has also led to \$1.7M of incremental reimbursement, directly impacting the bottom line.

With CDE One analytics, Geneva can easily track these KPIs and even compare outcomes to benchmark data from other hospitals. Kushner says, “The reporting is wonderful – there’s so many reports. You can export them to Excel, put them into PowerPoint. It really is so easy.” She highlights that accessing this data is also valuable for ongoing physician education on clinical documentation. “I’ve been able to trend what diagnoses I am getting certain responses on, which helps inform how I can help educate the physicians.”

LEARN MORE

Discover how to achieve clinical documentation excellence with [Nuance CDE One](#). Ready to take your CDI department to the next level? [Contact us](#).



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