What CDI success looks like.
In the changing world of Healthcare Reform
It’s a whole new world. And we’re here to help you succeed in it.

Get a 20-year head start on CDI success.
Whatever happens next with healthcare reform, one thing is certain: clinical documentation will play a critical role in your future success. The new payment environment means you will have to work smarter just to maintain current reimbursement levels. If you want to exceed them, you’re going to need an even more sophisticated approach to clinical documentation.

We can help.
No one knows more about clinical documentation than J.A. Thomas and Associates (JATA). Let us put that knowledge to work for you today.

Back in 1992, we were one of the first to bridge the gap between clinicians and coders. Since then, we have been at the forefront of every major development in Clinical Documentation Improvement (CDI).

Today, as more providers are finally offering some sort of CDI solution, we’re still out front—no longer just using documentation to support coding, but also tackling complex issues such as quality, safety, and severity of illness (SOI). We’re building on our 20-year history of innovation to drive CDI success for a brave new world of ICD-10, ACOs, RAC audits and more. It means better support for clinicians, enhanced care for patients, and more accurate reimbursement for your healthcare system.
Documenting success.
In the face of all this uncertainty and change, let’s look at a few of the new areas where JATA can help.

ICD-10 & CAC—a perfect storm is brewing
ICD-10 will bring needed specificity, and Computer Assisted Coding (CAC) will make coders more productive. However, both initiatives also raise huge challenges. We’ve identified the knowledge set needed for ICD-10 success and developed educational programs that can get your teams up to speed—not just your coders and documentation specialists, but physicians, too. Our highly effective, role-specific education for physicians fills a critical—and often, overlooked—gap in ICD-10 preparedness.

At the same time, we can help you manage the switch to CAC. Since the coding will still have to be validated by a coder, CAC can lead back to the same old, time-consuming problem of retrospective queries. We solve this with clinically driven, real-time clarification solutions facilitated by a Clinical Documentation Specialist.

Quality—if it isn’t measured, it doesn’t count
You can achieve outstanding quality improvements, but if you aren’t improving “measured quality,” then your institution is in trouble. Once again, documentation is the key to success. In the past, physicians were instructed to document the care provided—now they also need to capture the “why”—the rationale behind their action. Our solutions make this easier.

Medical Necessity—the denial industry wants proof
Clear and unambiguous documentation of medical necessity means that your documents must be accurate, legible, comprehensive, and complete. Otherwise, you can find yourself paying for multiple levels of appeal. The answer is to take a more proactive and less costly approach. We can show you how. For example, we can examine your top 25 DRG list and identify what’s at risk. And remember, this is no longer an issue just for hospitals—every indication is that physicians will also need to be prepared to prove medical necessity.
“JATA taught us the proper coding terminology, which may not be the same medical terminology taught in med school. ...JATA has taught the medical staff how and what to document in order to receive proper payment for the services rendered to our patients.”

Zack Rafeh, D.O.
Medical Director – Hospitalist Program
Providence St. Peter Hospital, Olympia, WA

ACOS—Getting ready for accountable care and bundled payments
The success of an Accountable Care Organization depends entirely on your ability to capture robust, clinical data in real time across every setting—even after the patient has been discharged. We can be the principal success driver for an ACO’s early phase of implementation through clinical integration and clinical documentation support.

Profiling—getting ahead of physician profiling data
Physician profiling has been another hot topic in recent years. Now it’s becoming a reality, too. Instead of simply waiting for public data to be released, more and more hospitals are working with us to conduct internal profiling.

Advanced practice CDI—the next level in documentation improvement
We defined the role of Clinical Documentation Specialist in 2002. Since then, the CDS has been viewed as an essential member of clinical teams across the nation. With the complexity of ICD-10 on the horizon, the CDS and advanced practice CDI will become critical success factors in hospitals’ documentation strategies. We provide the tools, education, and best practices to ensure that success.

External audits—now everyone wants to see your charts
From MACs, RACs, and QIOs to MICs, ZPICs, CERT, and the OIG/DOJ—more and more entities will be reviewing your charts. We help you prepare through better documentation. Our CDI solutions are the most effective way to ensure the accuracy of your records, substantiate claims, and mitigate risk. They also protect physicians and decrease their workloads. For example, better CDI support means a documentation specialist is there to point out something as simple—but critical—as a dietary or PT note the physician may not have seen.
CDMP. It’s the fastest route to CDI success.

CDMP bridges the clinical and coding gap with a comprehensive solution and guaranteed results.

Every critical aspect of your clinical documentation process can be handled by JATA’s Compliant Documentation Management Program® (CDMP®), our fully managed, end-to-end improvement program for CDI success.

**Success starts here**
CDMP engagements start where you are—with an initial assessment of your DRG-based records and documentation needs. Then, we help you identify clear, measurable objectives for your program.

**Guaranteed to meet your objectives**
Once the objectives have been set, our team manages everything. We customize and integrate the technology tools. We provide peer-to-peer instruction for your physicians, nurses, coders, and administrators—making sure everyone is successfully using the program. Most importantly, we continue to monitor and support your solution to see that it meets all your objectives.

In fact, we guarantee that it will.

**CDMP quickly pays for itself**
With the program in place, improvements in your CMI, SOI, and quality add up fast—so fast that it normally pays for itself in less than 120 days. If you find yourself facing a RAC audit or similar review, CDMP does even more for your bottom line, minimizing risks and related costs.
So what exactly does CDMP help do?

**Improve documentation**
Unlike retrospective coding-based programs, CDMP gives doctors and nurses education, strategies, and tools they need to accurately document each case from the moment a patient enters the hospital.

**Ensure compliance**
Our strategies are fully compliant with The Coding Clinic and ICD-10 Official Guidelines. With CDMP, every record contains the compliant language necessary to support appropriate reimbursement—helping you to avoid the loss and risks associated with non-compliance.

**Improve quality core measures**
CDMP helps you identify cases subject to quality core measures in real time. It impacts and improves core measure reportable data, enhancing your competitive positioning.

**Improve CMI**
Our program gives you a concurrent clinical process, accurately capturing compliant documentation language, complexity levels, and severity levels. By making sure these are reflected appropriately in your Case Mix Index, CDMP ensures accurate reimbursement.

**Start at the point of entry**
Building on the foundation of CDMP, our POE model improves documentation from the moment the patient appears in the ED. It captures medical necessity, severity of illnesses, present-on-admission (POA) conditions, patient status (observation or inpatient), quality core measures, problem list, and more.

“CDMP was the missing link we had been looking for... The process is very thorough and systematic.”

Debbie Vossenkemper, MBA, RHIA, CPHQ
Executive Director – Quality, Risk/Patient Safety
SSM St. Joseph Health Center, St. Charles, MO

“The impact of having education is by far the greatest benefit of the program as it improved the level of confidence to engage physicians in dialogue to clarify documentation. CDMP has been very beneficial to us.”

Vivian Street
Director Case Management
Portneuf Medical Center
Pocatello, ID
Celebrating CDI success.
We’ve worked with over 500 hospitals and 40,000 physicians to improve clinical documentation and secure appropriate reimbursement.

“The results have exceeded our expectations.”
Cathy Rose
System Director for CDIP
Baptist Memorial Health Care Corporation, Memphis, TN

“In my history in healthcare, I’ve never implemented such an organized and detailed process. JATA made it easier for us to improve our documentation.”
Jan Mathews, RN, MPHA, CPHQ, CNA, BC
AVP Quality Management
Gaston Memorial Hospital
Gastonia, NC

“Implementing CDMP allowed us to bring everyone to the table for discussion and enhanced the communication between administration and physicians.”
Lori Price
Chief Operating Officer
Trinity Health St. Joseph Regional Medical Center, South Bend, IN

“Milton Hospital is extremely pleased with the results that we have actually achieved through our CDMP program...our expectations have not only been met but have been exceeded!”
Doris Sinkevich
Vice President Patient Care and Quality/CNO, Milton Hospital, Milton, MA

“This is the second hospital where I have implemented CDMP and I appreciate the physician-friendly approach.”
Don Bignotti, M.D.
Chief Medical Office
Trinity Health, Novi, MI

“All hospitals need to have a documentation program in place, and JATA’s is one of the most effective ones we’ve experienced.”
Deborah Dodds
Director Health Information Services, Davis Memorial Hospital, Elkins, WV

To learn more about Nuance Clintegrity CDI, please contact us at 877-805-5902 or visit nuance.com/healthcare.

About Nuance Communications, Inc.
Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, please visit: www.nuance.com/healthcare. Connect with Nuance on social media through the healthcare blog, What’s next, as well as Twitter and LinkedIn.