

# INTEGRIS HEALTH TRANSITIONS TO ICD-10; MAINTAINS ACCURACY LEVELS OF **93 PERCENT**

**I N T E G R I S**  
*Health*

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System Director of Medical Coding  
Integrus Health, Oklahoma City, OK

## CHALLENGE

- Enable centralized and remote coding
- Support a high level of coder retention
- Enhance management report quality
- Prepare for the transition to ICD-10

## SOLUTION

- Implement Clintegrity 360 | Coding and Compliance

## RESULTS

- The Clintegrity 360 single-platform, HIM solutions centralize all coding functions
- Coders prefer Clintegrity 360's knowledge-based coding methodology
- Clintegrity 360 | Compliance provides standard and ad hoc detailed management reports
- ICD-10 Countdown Program with Simulator implemented; Clintegrity 360 | Coding ICD-10 now used for in-house training seminars

## SUMMARY

INTEGRIS Health® is the largest health care system and hospital network in Oklahoma. The organization, headquartered in Oklahoma City, is well-recognized for its use of leading-edge health care IT in innovative ways to improve quality care and patient safety.

Nuance® Healthcare has built a long-term partnership with INTEGRIS. This relationship has flourished as INTEGRIS grew and expanded its use of the Clintegrity 360 suite of integrated products and related services.

Kati Beisel, RHIA, CCS, CCDS, serves as the system director of medical coding. She began her career in Health Information Management when she joined INTEGRIS as a coder in 2000, and successfully moved up the ladder to her current position.

Now she manages a team of 34 full-time coders, and knows the value of recruiting and retaining HIM professionals by being proactive. "There has been a shortage of qualified coders as long

as I have been in the HIM field, so we wanted the capability to grow our own and not be afraid to hire and train new graduates,” said Beisel. “Employees who were successful in our department, and looking to advance their careers, were also given an opportunity to be introduced to the coding field and were provided on-the-job training.”

### CLINTEGRITY 360 | CODING

INTEGRIS, a long-term Clintegrity 360 user, began centralizing coding with three of its network hospitals in 2009. That process has since been completed system-wide, and ranks high on Kati Beisel’s list of accomplishments.

“I think creating a systemized coding structure has been a tremendous success for us,” she said. “Each facility no longer has to rely on its own resources. Instead, we now share staff and their expertise, and we are able to make better use of our educational opportunities. This will be especially beneficial with ICD-10 on the horizon.”

Coder satisfaction plays a critical role in HIM efficiency and retention. Remote coding is a key factor, particularly in the area of retention. It is viewed by coders as an important benefit, and the department is quickly moving toward with at least 50 percent of its coders working remotely from home.

Of course, coder productivity and accuracy are of prime importance. Clintegrity 360 | Coding reports, especially when used in conjunction with Clintegrity 360 | Compliance, help the coding staff to detect any problems early, and provide healthcare organizations with a tool for trending performance. Most importantly, inpatient and outpatient accuracy rates are now consistently high with averages of 93 percent, thanks to Clintegrity 360.

### INTEGRIS HEALTH AT A GLANCE:

- **Total hospitals in network: 7**
- **Annual inpatients: 55,089**
- **Annual outpatients: 306,253**
- **Annual ED visits: 194,890**

Kati Beisel commented on the advantages of Clintegrity 360’s knowledge-based coding methodology, “We’ve had coders who used different systems, and they find Clintegrity 360 to be the most desirable. It works just like the code book. That’s what is so great about it. Clintegrity 360 helps you be a better coder, because you’re not relying on a decision tree, you’re relying on your coding knowledge. That’s going to be a critical plus when we transition to ICD-10.”

Clintegrity 360 | Coding benefits extend to the support of Clinical Documentation Improvement (CDI). INTEGRIS has developed an in-house CDI program that has proven to be highly successful.

### CLINTEGRITY 360 | COMPLIANCE

With the advent of more stringent quality measures, performance improvement and accountable-care initiatives, the coding arm of HIM at INTEGRIS has also begun to take full advantage of the benefits offered by Clintegrity 360 | Compliance. Coding managers began exploring the software’s capabilities in early 2012.

“We’ve been using Clintegrity 360 | Compliance heavily during the last six months and we love it,” Beisel noted. “It’s a great product for us. It’s made the workflow for our managers much easier. The reports are meaningful, especially the detailed accuracy reports for coders, and the executive level summary that includes the financial and case-mix impact.”

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## THE ICD-10 TRANSITION

INTEGRIS began its transition to ICD-10 using the Nuance Healthcare ICD-10 Countdown Program, and in 2012, evolved to in-house instruction. Kati Beisel and four of her staff are AHIMA-Approved ICD-10-CM/PCS trainers.

"This year we have been focusing on anatomy and physiology training," said Beisel. "We created two-hour seminars that cover one body system. We review the anatomy and physiology of that system, and include ICD-10 guideline training in those areas.

"The classes conclude by using the Clintegrity 360 ICD-10 Compliant Coding solution to code several case studies, which is the favorite part of the class. Clintegrity 360 is an outstanding tool for us because we can preview the look and feel of what it will be like to code in ICD-10 on a day-to-day basis."

"Ideally, we plan to begin dual coding one year ahead of the implementation date using a subset of our patient population. Our coders will then rotate through the dual-coding process."

## THE INTEGRIS-NUANCE HEALTHCARE PARTNERSHIP MOVING FORWARD

"Earlier this year, our revenue integrity team met to decide what our strategic plan would be this next year. We determined one of our main pillars for success is to leverage technology to drive our effectiveness," Beisel stated.

"Our satisfaction level with Clintegrity 360 | Coding and Compliance remains very high. The service support is outstanding with great response time if we do have an issue, and the updates from Nuance Healthcare are seamless." On the strength of this partnership, INTEGRIS is moving forward by installing Clintegrity 360 | Computer Assisted Coding and Clintegrity 360 | Workflow, with plans to go live in 2012.

Kati Beisel concluded, "Our number one goal is to be a great employer of great employees. I think that is the driver of success; therefore, we want to do all we can to retain our best, and that includes providing the best technology to support them."

## ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

**To learn more about how Nuance can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-447-7749 or visit [www.nuance.com/go/clintegrity360](http://www.nuance.com/go/clintegrity360).**