HIM Optimization
drives cost savings and operational efficiency

Atos enables high performance revenue optimization

Health Information Management (HIM) challenges

The client, a university health system, had three separate HIM departments that operated independently and did not communicate with each other. Due to this lack of integration, there was no standardization of processes across facilities. This adversely affected the overall operational efficiency of the entire organization. Their Leadership realized this problem would only be magnified by the upcoming planned Epic EHR implementation across the system. Inefficient HIM processes could lead to considerable implementation issues with serious consequences. EHR implementation planning was also being done in silos, and there was no sharing of best practices across the three departments.

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AtoS

Atos HIM Optimization Services

The Atos HIM optimization services are designed to deliver overall clinical and financial success to our provider partners, focusing on improving all aspects of HIM performance. Our highly skilled team of professionals has in-depth expertise in all aspects of HIM, providing deep insight into key performance indicators. Working closely with providers, our experts assess current HIM processes and implement efficiencies based on proven best practices, benchmarks and metrics. Upon an independent and comprehensive review of the hospital's HIM departments, our experts observed the following critical problem indicators that needed to be addressed: Lack of standardization, Compliance and EHR Readiness.

Our comprehensive approach was focused on developing an integrated HIM solution across all the university health system's facilities and centered around three critical phases:

• HIM Assessment: End-to-end assessment of key processes across the HIM departments to understand opportunities for optimization
• Solution Development: Design and present a HIM solution centered on organization specific needs for management of the entire HIM operations
• HIM Management: Work with management to develop a strategy and a team to implement 'best practices' and maintain optimization

Atos provided interim HIM leadership to ensure the recommended HIM restructuring and improvements were rapidly implemented across the entire university health system. This included assuming the responsibility of overseeing all of the system's day-to-day HIM services, as well as ensuring the readiness of HIM for the implementation of both ICD-10 and Epic's UChart EHR throughout the organization. Additionally, a core HIM team was deployed by Atos to make certain approved deliverables were implemented for focused HIM initiatives.

Delivering success

Anthelio's plan of action included the following key activities to ensure success:

• Implemented an accountable HIM/ Health Information Integrity (HII) governance structure to facilitate collaboration across three hospitals which had previously operated in silos
• Partnered with IT to ensure successful Epic EHR implementations at two of the facilities
• Implemented performance metrics throughout the HII areas related to productivity, staffing and budgeting; standard KPIs were also rolled out across the department to track operational efficiency
• Ensured best practice standardization was implemented and adhered to within HIM/HII services, including implementation of standardized processes; centralization of oversight for Release of Information, Patient Identity, and Document Scanning, as well as documentation and implementation of best practice policies and procedures for all HII service areas

These delivered outstanding financial and operational results, including Identification of $5M in cost saving opportunities. These cost savings were identified, recommended and implemented under Atos' guidance based on a thorough review of budgets for all three hospital sites.

About the client

The client, a large regional university health system, has a sterling reputation for delivering cutting-edge patient care from the area's leading doctors. It is driven by the groundbreaking research and superb medical education provided by its well-respected School of Medicine. Within its network, patients can participate in clinical trials and benefit from the latest developments that are fast-tracked from the laboratory to the bedside. As the region's only university healthcare system, it is a vital component of the communities it serves. The comprehensive network is comprised of three hospitals, including an acute-care flagship hospital with over 500 beds, an eye institute, a comprehensive cancer center, as well as three other major affiliated healthcare institutions and over 30 outpatient facilities served by more than 1,500 physicians and scientists.