3M | M*Modal

**M*MODAL CDI SOLUTIONS
#1 CDI Software, 2019 KLAS
Category Leader**

Elevating Clinical Documentation
Improvement with Artificial Intelligence

At a time when the long-term viability of healthcare organizations is directly dependent on meeting the twin objectives of quality and cost, improving clinical documentation is increasingly both more critical and complex. Consequently, clinical documentation improvement (CDI) has become a strategic necessity that impacts far more than optimized claims processing: an accurate and complete note supports patient care, quality outcomes, compliance risk management and revenue integrity.

Post ICD-10 implementations, healthcare organizations are now focused on value-based care, bundled-payment strategies, risk-adjustment documentation using Hierarchical Condition Categories (HCCs) and other such initiatives. M*Modal understands this complex environment and provides an artificial intelligence (AI) powered platform designed to empower multiple stakeholders across the patient care continuum in both inpatient and ambulatory care settings. M*Modal CDI solutions ensure high-quality documentation in all care areas of your healthcare system and coordinate the efforts of your clinicians and CDI team.

In an environment of resource-heavy CDI implementations and only consulting engagements, M*Modal adopts an entirely different approach for new and existing CDI programs. By embedding clinical intelligence and automation into current workflows, leveraging existing systems and investments, and extending present CDI coverage, the flexible M*Modal CDI program is designed to meet you at your state of readiness. M*Modal CDI software and services are built on a continuous, sustainable and collaborative improvement model.

EMBEDDED, GAME-CHANGING TECHNOLOGY

Our CDI Solutions are built on M*Modal's single, EHR-integrated, cloud-based platform that utilizes advanced AI and natural language understanding (NLU) technology to embed clinical intelligence into documentation workflows. The M*Modal technology does the heavy lifting of combing through the note bloat of the EHR as well as narrative documents to find underspecified, deficient documentation as well as gaps and opportunities in patient care. In doing so, it merges the benefits of structured data and dictated documents while automating and standardizing the CDI process.
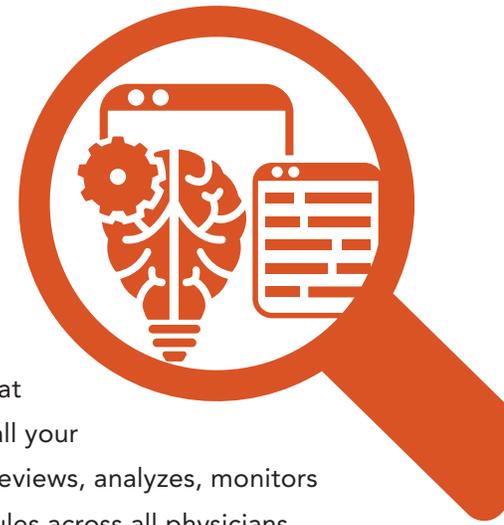
One of the key benefits of a single, integrated technology platform is that the same abstracted information can be used to enable targeted action in real time, concurrently and retrospectively. This revolutionary approach breaks the silos between front-end and back-end processes and requires no additional configurations.

- By combining NLU and machine learning technologies with our front-end speech recognition solutions, we can deliver CDI and ICD-10 related real-time feedback to the clinician as the note is being created.

- The same information can be used concurrently to automate and streamline the workflow of Clinical Documentation Improvement Specialists (CDIS) and auditors for tremendous gains in efficiency and quality.

- When applied to transcribed documents, the information can also be used retrospectively for dashboard views to identify opportunities and risks, and to build ROI when used with industry benchmarks.

Furthermore, the software is continually updated with the latest documentation tips as more clinical conditions and use cases are added.

A SUSTAINABLE, UNIQUE APPROACH

M*Modal utilizes a three-pronged approach to enhance your CDI program and improve the vital areas of your documentation process. Our CDI program ensures that all your documentation (including narrative notes) is reviewed for all payers and for all your high-value clinical conditions. The M*Modal system continuously and automatically reviews, analyzes, monitors and improves all your documentation, all of the time, by always applying the same rules across all physicians, patients and payers. This unique approach brings in new levels of coverage, consistency and standardization in documentation processes, which are ongoing challenges for most providers.

M*MODAL CDI SOLUTION SUITE
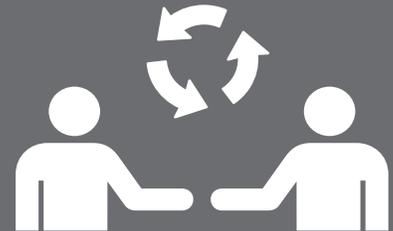
M*MODAL CDI ENGAGE™

- Support physicians with real-time feedback on documentation deficiencies

- Provide in-workflow ICD-10 education

- Reduce retrospective queries, boost physician efficiency

- Create time to care

M*MODAL CDI COLLABORATE™

- Review 100% of your charts, extend CDI coverage to all payers

- Automate CDIS workflows, streamline query processes

- Standardize CDI practices

- Support quality initiatives

M*MODAL CDI SERVICES

- Support physicians in need of CDI training

- Enhance the skills and workflows of your CDI team

- Evaluate and augment your CDI program

- Access supplemental CDI staffing options
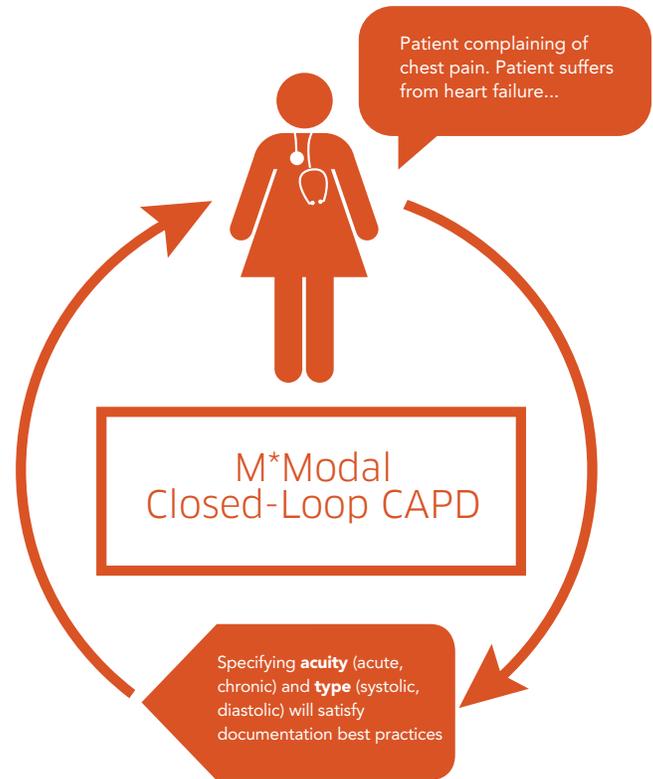
M*MODAL CDI ENGAGE

By combining documentation creation and improvement in a singular, seamless workflow, M*Modal ensures that the patient record is complete and accurate right from the start through an early clarification process. This physician-centric approach to CDI creates time to care and reduces the administrative burden on clinicians by improving documentation at the time of reporting without compromising workflow or productivity.
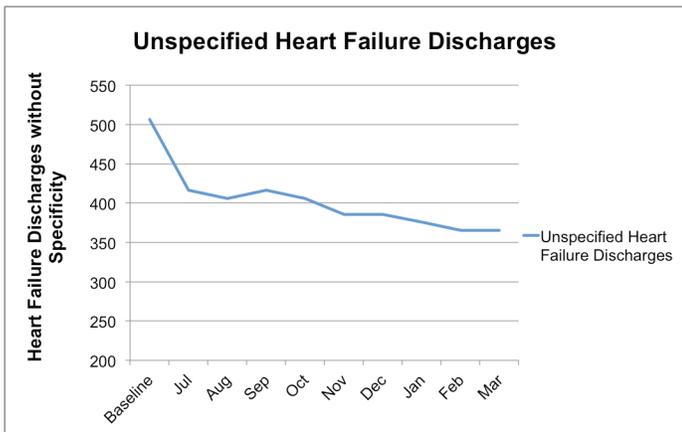
Physician engagement is a key success factor as well as one of the biggest challenges to any CDI program. By assisting physicians to make sense of complex CDI requirements and alter documentation behavior, the M*Modal system effectively engages clinicians in a non-disruptive manner within their natural workflow, thereby ensuring the long-term viability of your CDI program. After reviewing the M*Modal notifications, physicians can act on their own best clinical judgment.

Patient complaining of chest pain. Patient suffers from heart failure...

**M*Modal
Closed-Loop CAPD**

Specifying **acuity** (acute, chronic) and **type** (systolic, diastolic) will satisfy documentation best practices

By utilizing the Computer-Assisted Physician Documentation (CAPD) functionality, M*Modal CDI Engage delivers real-time (as the physician dictates or types), automated feedback to clinicians in support of CDI, ICD-10 compliance and documentation best practices. M*Modal CDI Engage automates the identification of the most common documentation deficiencies and specificity queries in notes created via templates, typing and/or speech. The M*Modal solution helps physicians adequately capture complexity, acuity and severity levels, etc. in real time and within the documentation workflow before it is even saved into the EHR.
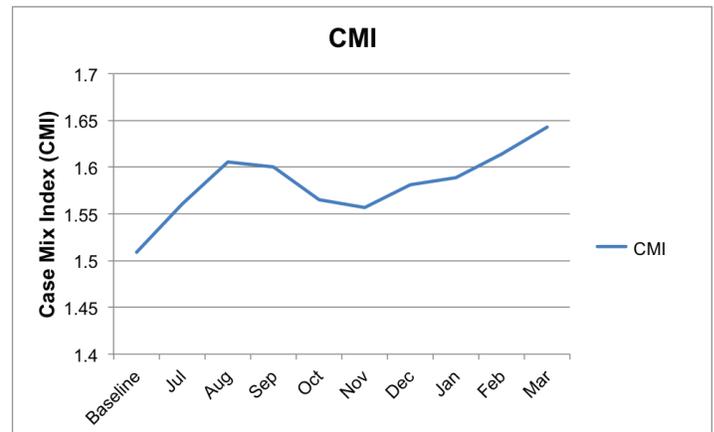
This matchless solution has tremendous downstream impact on CDIS productivity as everyday documentation gaps get addressed at the get-go, before they become issues for the CDIS to resolve. Moreover, this relieves the burden on the CDI team to find effective ways to continuously remind physicians of documentation improvement methods, which is a costly challenge for most organizations.

Additionally, this is also a physician education system that brings ICD-10 training out of the classroom and into the physician documentation workflow. The CAPD functionality can also deliver context-specific, summarized documentation tips and more in-depth ICD-10 education on your common CDI problems and under-documented conditions. As physician proficiency in proper documentation for a particular clinical condition increases, the number and frequency of messages would decrease, as would the need for any related education.

Unspecified Heart Failure Discharges

25% reduction in number of discharges with unspecified heart failure documentation

CMI

5% increase in CMI*

*Results can be attributed to the deployment of M*Modal solutions and are only applicable for conditions addressed by CAPD feedback. Results can vary.

BENEFITS:

- Creates time to care and supports physician workflows by delivering targeted documentation assistance and high-value insights to the clinician in true real time

- Provides both a documentation improvement and an in-workflow learning system for greater efficacy

- Delivers real-time and automatic clinical assessment of the note for timely action

- Enables continuous and sustainable improvement, user-friendly education in ICD-10 and documentation best practices

- Minimizes retrospective queries, maximizes physician productivity and satisfaction

- Facilitates improved medical communication and collaborative care with closed-loop clinical documentation

M*MODAL CDI COLLABORATE

To support back-end CDIS workflows, M*Modal utilizes its AI technology in an innovative manner for a collaborative CDI model. This is an enterprise document, clinical information and workflow management solution that enables in-depth insight into improvement of documentation quality and patient care.

To promote the comprehensive understanding of patient information through the entire encounter, M*Modal accesses information from unstructured report narratives, aggregates data from clinical systems such as EHRs, and adds contextual understanding to this information. The technology analyzes and evaluates time-sensitive content continuously and consistently to significantly enhance efficiency by automating costly, manual chart reviews and streamlining disjointed workflows. Importantly, the M*Modal AI technology applies semantic reasoning and contextual understanding so that CDIS can see what is found in the record and what is absent from it, saving hours of manual review. This allows them to ask for further clarification from physicians when needed.
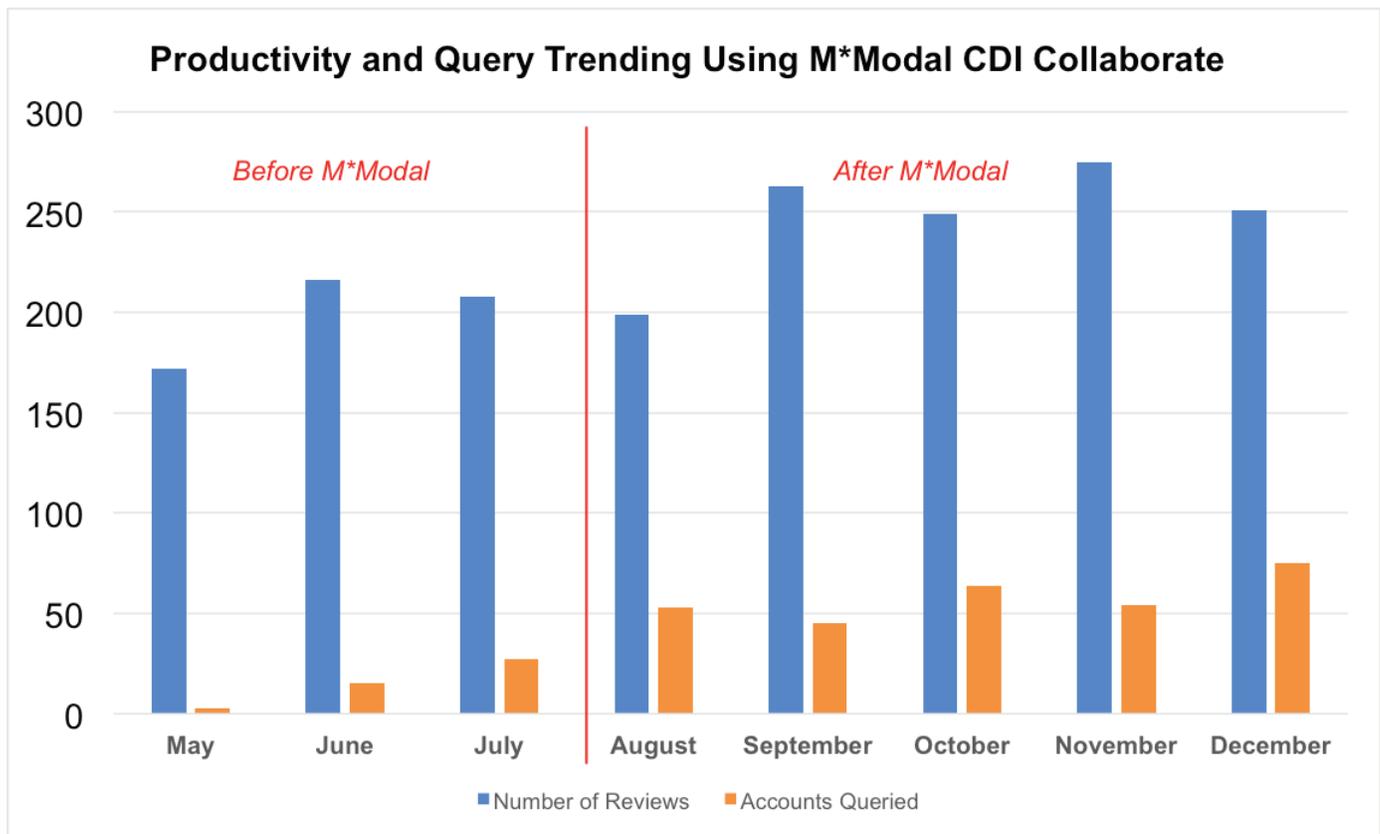
This automated chart review analyzes every word of every encounter document and identifies underspecificity in concepts such as laterality, acuity, severity, episode of care, etc. Furthermore, it streamlines the query and correction workflow by generating automated, summarized, supporting evidence of clinical indicators that include information on vital signs, labs, symptoms/diseases, medications, social history, etc.

To simplify complex workflows, the system also generates automated, continually-updated CDI worklists that streamline fragmented query processes and provide a robust interface for managing the correction of CDI discrepancies. The query building process is also automated with extensive query template functionality and other tools to enable CDIS to effectively interact with physicians during the query process. Managers can utilize tracking and reporting tools that can look across all their CDIS.

Additionally, a highly sophisticated search functionality enables you to quickly identify the information that's most meaningful to you so that you can spot trends as well as report on and improve performance.

Productivity and Query Trending Using M*Modal CDI Collaborate

*Before M*Modal*   *After M*Modal*

Number of Reviews   Accounts Queried

An example of the impact of M*Modal CDI Collaborate showing an average gain of 20% in productivity and 74% in number of queries sent.

BENEFITS:

- Automates review of 100% of records to cost effectively extend CDI coverage beyond Medicare to include commercial payers
- Identifies cases with missing elements of specificity and generates automated worklists to streamline workflows
- Delivers summarized evidence of clinical indicators for unparalleled consistency and efficiency
- Provides an advanced query workflow to close the loop with physicians on CDI queries
- Serves as a central repository with a single access to all encounter documentation for the entire healthcare organization
- Provides a platform for collaboration between coders, nurses, CDIS, HIM managers, etc.
- Standardizes CDI processes across the enterprise

M*MODAL CDI SERVICES

M*Modal supports its technology-driven CDI solutions with experienced consultants that are credentialed CDI specialists and seasoned HIM professionals who will understand your facility's unique needs and environment. Our CDI Services team has the superior skills needed to augment your CDI team's performance and improve physician documentation so that your organization can stay ahead of ever-evolving regulatory requirements.

Our CDI Services team provides you with the strategic support and guidance you may need in addition to our technology portfolio. Whether you need to reboot your CDI program or you are looking for expert insights to improve CDI processes, M*Modal Services can support you in a number of areas including assessments, physician champion boot camps, hiring consultations, etc.

Helping address gaps in coverage and turnover, our expert consultants can help fill temporary position vacancies or augment your staff during an implementation. Options include supplemental and remote CDI staffing.

BENEFITS:

- Provides CDI program customization for optimal outcomes
- Improves physician engagement with peer-to-peer training and education
- Delivers CDI program assessments and reinvigorations for continued success
- Provides ongoing Adoption Services to ensure continual outcomes
- Optimizes CDI workflow by fully utilizing M*Modal technology
- Delivers both temporary or permanent staffing needs

About M*Modal

Now a part of 3M, M*Modal is a leading healthcare technology provider of advanced clinical documentation solutions, enabling hospitals and physicians to enrich the content of patient electronic health records (EHR) for improved healthcare and comprehensive billing integrity. M*Modal also provides advanced cloud-based Speech Understanding™ technology and data analytics that enable physicians and clinicians to include the context of their patient narratives into electronic health records in a single step, further enhancing their productivity and the cost-saving efficiency and quality of patient care at the point of care.

To find out more, visit our website at mmodal.com or contact us at 866-542-7253.

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