



Improve Communications...
Generate **Better** Outcomes

Case Management Solutions

Enhance communication.
Reduce denials.
Generate better outcomes.

The communication link between care management and business operations is critical not only to effective patient care, but also to efficient revenue management. Healthcare organizations often struggle with fragmentation between departments managing the revenue cycle. Fragmentation results in lack of visibility into key metrics and activities and, ultimately, higher denial rates from third-party payers. At the same time, case managers may find that too much paperwork curtails their ability to coordinate care and provide effective planning—leading in turn to excessive lengths of stay beyond reimbursement limit, further eroding the bottom line.

3M Case Management solutions link case management, utilization review, social services, discharge planning, and patient financial services into a single, streamlined system—equipping key decision makers with real-time communications, up-to-the-minute patient data, and powerful reports. It promotes teamwork regardless of specialty or location to help achieve optimum handling of clinical guidelines, denial management, and regulatory compliance. Patient caregivers can spend less time on paperwork and more time on patient care and communication. Your entire team can focus on how to shorten payment cycles, automate workflow, and enhance quality of care through real-time access to patient data. In facilitating appropriate levels of care and providing real-time alerts, 3M Case Management solutions also help hospitals improve quality of care—enabling intervention to minimize preventable errors and change performance or outcomes.

3M Expertise

- Utilization Management
- Discharge Planning
- Speech Recognition
- Social Work
- Care Planning/Clinical Pathways
- Documentation Improvement

3M Advantage

- Automate workflow across multiple departments and specialties
- Streamline utilization review, case management, and discharge planning
- Document, analyze, and profile each step of the case management process
- Reduce denials and write-offs
- Shorten appeal turnarounds
- Eliminate redundant data capture
- Create site-defined clinical pathways to support variance tracking and trending
- Improve outcomes management and reporting
- Effectively track length of stay and outliers with encoder access to accurately assign working DRG
- Track avoidable days and variances of care to identify improvement opportunities
- Integrate third-party review criteria, such as InterQual
- Maximize reimbursement
- Strengthen collaboration for improved patient care

Improved Medicare
case mix index
leading to an
annual increase
in reimbursement of
\$1,783,242



Case Management Solutions at Work

“...What’s been good for the patient has also been good for the hospital’s bottom line.”

— Linda Haywood, RN, MS, director of HIM

Linda Haywood, RN, MS, director of HIM at Forrest General Hospital in Hattiesburg, Miss., wanted to better align HIM and clinical data for improved patient care and better revenue management. “When patient documentation is thorough and accurate, we have no delays in patients getting proper treatment, from admission to discharge,” Linda says. “Also, coding can be completed promptly and thoroughly, avoiding denials or delays in reimbursement for treatments already administered.”

The care management teams at Forrest General focused on a plan for coordinated care to ensure optimal clinical outcomes, patient satisfaction, and efficient use of resources. A key part of the plan was encouraging physicians to participate in daily meetings to identify and prioritize patient care needs. The hospital’s ancillary services were also engaged to achieve desired patient outcomes, along with the outcomes coordinator to measure outcomes. Physician advisors were hired to review information about targeted DRGs before final coding, ensuring accurate documentation and coding that reflected the true level of care.

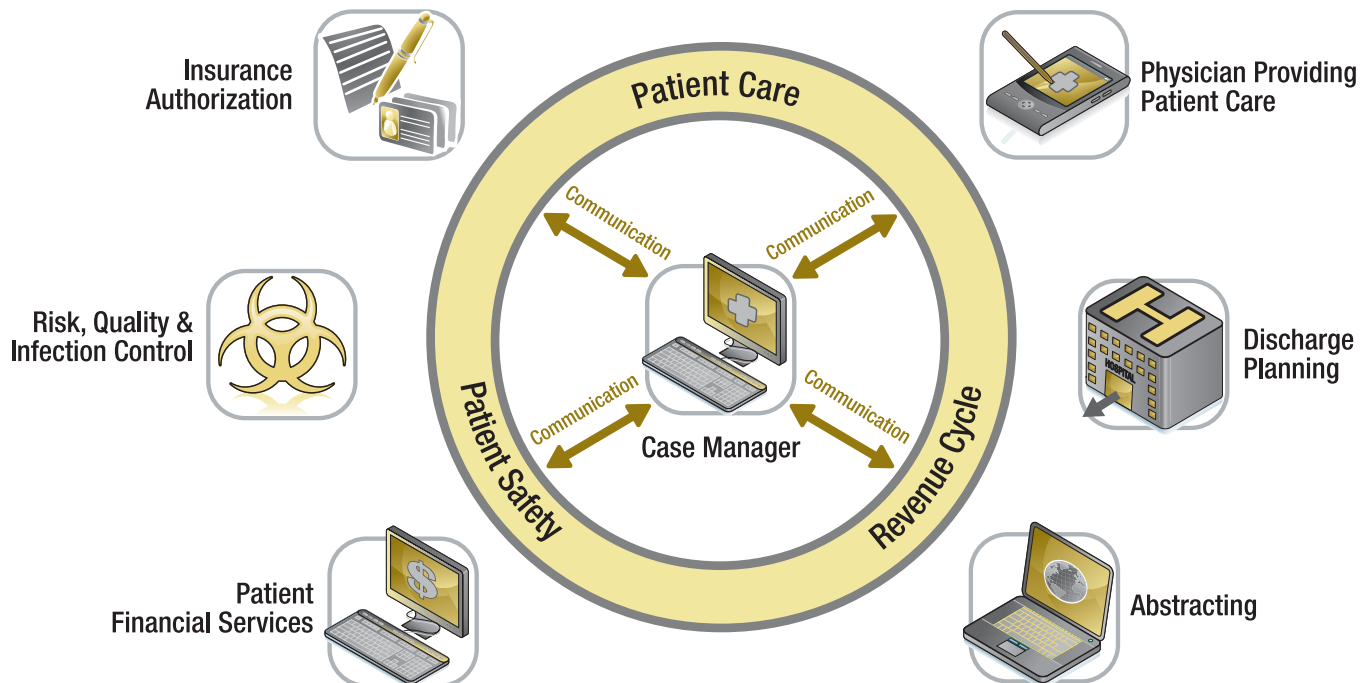
To achieve these goals, Forrest General sought tracking and reporting tools to monitor information during the entire patient stay, from admission to discharge, and to ensure patients received the right care at the right time—in the most appropriate setting. The hospital selected 3M Case Management solutions for powerful and flexible reporting capabilities. System alerts also enabled the hospital to pinpoint its top 10 DRGs, which helped identify cases requiring the immediate attention of the patient care manager and other members of the care management team.

With the help of 3M Case Management Solution, Forrest General Hospital:

- Significantly enhanced communications among utilization management and coding staff, clinical staff, and physicians
- Improved the hospital’s financial performance, with an average denial rate of 2 percent (the national average is 3 percent)
- Reduced total inpatient days for targeted DRGs, resulting in a savings of \$608,519
- Improved Medicare case mix index, leading to an annual increase in reimbursement of \$1,783,242

3M Case Management Solutions

A Fully Integrated System to Coordinate Both Care and Revenue



Comprehensive Consulting Services

In an industry as complex and as heavily regulated as health care, any technology solution requires much more than superior software. When you need help, you can count on the 3M Consulting Services team of healthcare industry experts. Our highly experienced team includes former hospital executives, HIM specialists in coding, billing, and reimbursement, registered nurses, operations experts, ancillary department managers, physician practice managers, physicians, and certified public accountants. Our consultants provide services across healthcare disciplines, including:

- Coding
- Documentation
- Billing Reviews
- Compliance Plan Development
- Physician Services
- APC Programs
- Chargemaster Reviews
- Pricing and Benchmarking
- Process and Workflow Improvement
- Clinical Resource Management

Custom consulting services are also available to help you address site-specific challenges.

Superior Integration

We build systems that can talk to each other and to third-party and legacy systems. Recognized for superior integration capabilities and expertise, 3M has the technologies to deliver healthcare solutions that work. Whether you are implementing a complex enterprise solution, driving a hospital-wide initiative, or choosing a single departmental solution, 3M will provide interfaces that allow our solutions to integrate with your current technology investments.

Installation, Training, Customer Support

3M Health Information Systems' Installation and Training Services help our clients get the most from their 3M investment. With myriad systems and technologies in any given healthcare facility today, installing new technology can be challenging. With nearly a quarter century of successful installations, 3M is a partner who can help make implementation as smooth as possible. Our software training provides live, highly interactive instruction through on-site and web-based sessions to help new employees come up to speed quickly as well as provide refresher training later on.

Our customers consistently tell us that they know they can rely on our support services wherever and whenever they need them. Clients can contact our support team 24 hours a day through the toll-free number or over the Internet at our clients-only website, www.3MCustomerCare.com. This secure site lets clients download software documentation, updates, and interim releases as soon as they are available. 3M coding and classification products are also supported by the 3M Nosology Team of credentialed healthcare professionals who assist clients in resolving complex coding issues.

3M Health Information Systems

Built on nearly 25 years of experience delivering superior coding, grouping and abstracting products, 3M Health Information Systems today provides exceptional value to its customers through end-to-end HIM solutions. From chart management to coding and grouping to abstracting to consulting, 3M products and services help enhance healthcare operations, shorten revenue cycle times, improve patient care, and enable an electronic medical record (EMR).

For more information on how our solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



Health Information Systems

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