

# m\*modal™

Solutions for Clinical  
Documentation Improvement  
and Information Integrity



**Improve patient care.**  
**Optimize reimbursement.**  
**Ensure regulatory compliance.**



Each of these mission-critical imperatives depends on the quality and integrity of clinical documentation. Complete, accurate and timely clinical documentation is vital to your organization's success in this data-driven healthcare environment.

Surmounting growing financial and operational pressures are a daily challenge for stressed HIM, IT, compliance and quality departments. Add to that the complexity and productivity drain of the ICD-10 transition and quality-related initiatives, and many organizations are quickly becoming overwhelmed.

Are disjointed and manual processes slowing down the efficiency and efficacy of your organization? Do your Clinical Documentation Improvement (CDI) specialists and coders have the time, resources and tools needed to ensure the quality and availability of your data?



**WITH M\*MODAL'S ADVANCED, TECHNOLOGY-ENABLED AND INTEGRATED SOLUTIONS, YOU CAN EXPECT MORE FROM YOUR CDI INITIATIVES.**



**YOU CAN:**

- Automatically identify and address documentation deficiencies before they lead to reduced coding productivity , sub-optimal reimbursement, non-compliant reporting or poor patient outcomes
- Leverage clinical data to deliver better insights into patients and populations, and to monitor and improve performance to meet organizational goals
- Leverage technology-enabled coding services to build capacity and improve document quality to meet regulatory demands



## M\*Modal Fluency Discovery™

### THE COMPLETE PICTURE

Clinical documentation is not only central to reporting and billing, but also to patient care. M\*Modal Fluency Discovery is an enterprise document, clinical information and workflow management solution that enables in-depth insight into documentation and patient care improvement. It promotes the comprehensive understanding of patient information through the entire encounter for collaborative intelligence across the continuum of care, when paired with M\*Modal Applications for CDI, Document Quality, etc. M\*Modal's advanced Natural Language Understanding technology is delivered through these task-specific Applications to provide tangible and targeted benefits.

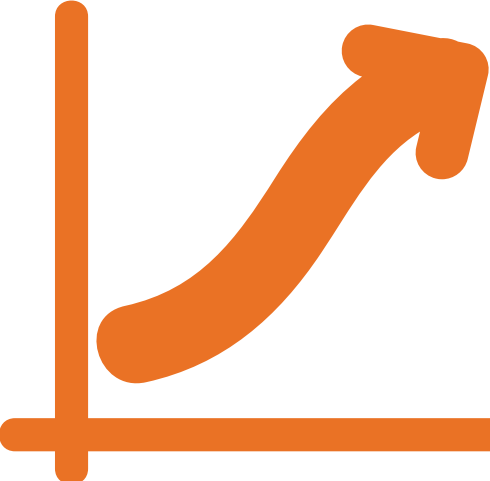
M\*Modal Fluency Discovery empowers several stakeholders in your organization—from HIM directors and CDI specialists to physicians and nurses—by delivering more automation and greater visibility. It accesses information from unstructured report narratives, aggregates data from clinical systems such as EHRs, and adds contextual understanding to this information so you can improve processes related to CDI, patient outcomes, quality measures reporting, coding, etc.

When used with the CDI Application, this powerful solution can augment your CDI initiatives and take them to the next level. M\*Modal Fluency Discovery also allows users to perform ad-hoc, high-value search to quickly and cost effectively identify the information that's most meaningful to them. With this sophisticated functionality, you can search on free-form text, medical concepts, conditions, patients, providers, etc. to identify trends, report on and improve performance.



### M\*MODAL FLUENCY DISCOVERY WITH THE CDI APPLICATION ALSO:

- Enables concurrent chart review by automatically evaluating documentation as it is created and by providing the necessary information for timely physician queries to resolve problems prior to discharge and coding
- Automates the identification of deficient documentation
- Automates the generation of CDI worklists to manage complex workflows
- Streamlines the correction workflow with automated, summarized, supporting evidence sheets that include needed clinical information such as vital signs, labs, symptoms/diseases, medications, social history, etc.
- Supports retrospective CDI by tracking, analyzing and reporting on issues over time and by physician through evaluation of historical documents to identify gaps and common problems, thereby paving the way for future improvements
- Leverages technology to do the heavy lifting, and minimizes manual review and validation processes so that your CDI specialists can focus on more complex cases



**This and much more is possible with M\*Modal Fluency Discovery and the CDI Application. Isn't it time for your organization to raise the performance bar for your CDI initiatives?**



## M\*Modal Coding Services™

### EVERYTHING YOU NEED

As every HIM director is well aware, the coding specificity required by ICD-10 will make maintaining high data quality standards critically important. Training and testing requirements along with dual coding demands will strain the capacity of most organizations. Will your organization be ready?

With M\*Modal Outpatient Coding Services, you can offload routine testing and move your experienced coding resources onto critical inpatient and/or ICD-10 preparation programs.

Our expert Outsourced Outpatient Coding Services are backed by our cloud-based clinical documentation platform, that enables organizations to deliver quality, compliant documentation and meet your coding throughput demands, promoting faster, more accurate revenue realization. This includes ER, SDS, OBS, PT, Re-occurring, Cancer Center, Occupational Health, and Ancillary chart types.



## M\*MODAL OUTPATIENT CODING SERVICES EXPERT, CREDENTIALLED STAFF HELPS ORGANIZATIONS:

- Support dual-coding efforts with overflow staffing
- Scale up to offset ICD-10 productivity impacts and demand spikes from 3rd parties
- Reduce DNFB and accounts receivable days
- Obtain appropriate reimbursement and reduce delays
- Eliminate staffing shortages and gaps in staffing
- Maintain coding productivity and cash flows
- Improve compliance and data quality



As a full service provider, M\*Modal also provides inpatient coding and interim HIM management staffing, education, and auditing services that can be on-site or remote to address short-term and long-term needs. A coding assessment from M\*Modal can help you improve data quality today while preparing your coding team for the transition to ICD-10.

# BENEFITS

- Automatically identify and address documentation deficiencies for complete, compliant documentation to improve CDI, Meaningful Use and ICD-10 initiatives
- Aggregate information from across the enterprise to improve care quality and coordination
- Deliver actionable intelligence from report narratives and structured data sources for significant productivity gains, decreased coding error rates and improved quality scores, reflecting better patient care
- Automate and manage CDI-related correction workflows and activity while minimizing manual processes to improve efficiencies and effectiveness
- Offload routine outpatient coding so your experienced coding staff can focus on vital inpatient coding and ICD-10 preparation efforts
- Compress the billing cycle, reduce payment denials and minimize DNFB rates
- Offset coding staffing shortages and build capacity in advance of increased regulatory demands



## ABOUT M\*MODAL

M\*Modal delivers innovative solutions that capture the complete patient story by facilitating clinical workflows, enabling collaboration and providing insight for improved delivery of care. M\*Modal is the leading provider of interactive clinical documentation and Speech and Natural Language Understanding technology, as well as medical transcription, narrative capture and support services. Our flexible, cloud-based technology and services convert the physician narrative into a high quality and customized electronic record to enable hospitals, clinics and physician practices to improve the quality of clinical data, as well as accelerate and automate the documentation process. Our solutions address the critical issues for the future of the healthcare industry—from EHR adoption to accurate ICD-10 coding to enhanced business analytics.



TO FIND OUT MORE, VISIT **MMODAL.COM**  
OR CONTACT US AT **866-542-7253**.