



### The client

A private, not-for-profit community healthcare system that serves a 17-county region in the southeast U.S.

### The challenge

The client operates in an area of the U.S. where competition for strong HIM talent is cost prohibitive. They needed to extend their capacity to attract and retain both contract and permanent talent.

### The solution

We began by responding to the client's need for one medical coder. And with a commitment to be a flexible, responsive, and consistent partner ongoing.

### The result

A stable team of twenty dedicated coders who are backed by a best-in-class performance management infrastructure and are consistently meeting productivity and quality benchmarks.

*"Our commitment to solutions customization, quality, and responsiveness is helping us to grow our trusted relationship with this client."*

—Melissa Johnson, Group Vice President, ComforceHealth

# The Power of Partnership

Regional, not-for-profit healthcare systems are often challenged by geography and market rates when recruiting HIM talent. This healthcare system engaged us to help.

This private, regional, not-for-profit community healthcare system was having difficulty finding and competing for strong HIM talent in their region. Their existing staffing partner was beginning to struggle as well, and didn't have the flexibility to offer both contract and permanent resource solutions. The client's Director of HIM turned to ComforceHealth for help.

The client turned to ComforceHealth in 2016 to build and deliver a team of experienced, high-performance medical coders on demand.

We began in 2016 by responding to the client's need for one medical coder. Since then, our team for this client has expanded to twenty experienced medical coders, a team lead, and an Interim Director of HIM. The team works across all skill sets, with specialties in both Inpatient and Outpatient (SDS, OBV, IVR, ED, Clinics) coding.

- Our recruiting capacity made it possible for us to source, hire, onboard, and deploy HIM resources quickly and consistently to the client's requirements.
- We provide all necessary tools for coder success, including nosology support for questions related to code assignments and our Elsevier platform that contains hundreds of courses for continuing education.
- Because we have our client's ultimate success in mind, our Managed Team Solution makes it possible to accommodate the client's request for an option to convert interested coders from contract to full-time employee status.

The dedicated HIM performance management infrastructure we have built continues to ensure that we consistently meet all client and national productivity and quality benchmarks.

Our twenty coders will complete more than 85,000 Inpatient and Outpatient (SDS, OBV, IVR, ED, Clinics) accounts for this client in 2019. Our Compliance Team audits an average of 500 charts on a monthly basis, to ensure our quality consistency.

Our performance management infrastructure eases the client's administrative burden associated with managing vendor resources, and supports our commitment to continual improvement through ongoing monitoring, coaching, and education.

#### Quality Scores that Exceed Requirements

>99% Outpatient  
record quality

>96% Inpatient  
record quality

Quality results for this client exceed national standards and continue to rise through our ongoing performance management program.

#### Accelerated Productivity

We collaborate in a monthly Coding Team Meeting to discuss best practices to maintain the client's productivity rate expectations. One example: we have successfully reduced our response time for Smart Reviews from 4 business days to 24 hours.

#### Overtime and Holiday Coverage

We average 100 hours of overtime annually, billed at regular rates, to maintain the client's DNFC goals, including during times of heightened bed census. We also provide coverage on each national holiday of the year, to allow core staff to take time off.

*"Vendor relationships should be seen as partnerships established to meet an end goal focused on quality. Through the years it has been my experience that all vendors are not created equal. ComforceHealth has partnered alongside Tallahassee Memorial Healthcare for a number of years now, their dedication to quality truly standouts out above the rest. They have made it their business to understand the culture of our organization and have contributed vastly to superior quality in our coding department seamlessly. Capable, competent, and accountable are a few words that come to mind when I think of ComforceHealth and their team. We are appreciative of the strong, shared business relationship, and are grateful that we share a common goal driving for stellar quality in everything that we do as a healthcare provider."*

- Mary E. Matthews  
Tallahassee Memorial Healthcare

We are committed to this client partnership and look forward to many years of continued growth and success.

Due to our ability to successfully deliver coding services, we have also been engaged by other areas of the organization to support needs that span from registry, to physician education, to professional fee coding.

#### About ComforceHealth

ComforceHealth is transforming the delivery of healthcare information services. We provide talent and solutions that enhance our clients' revenue cycle practices and help improve financial performance and quality outcomes through collaborative and solutions-based thinking. For more information, please contact:

#### ComforceHealth, Inc.

An ACS Group Company  
2400 Meadowbrook Parkway | Duluth, GA 30096  
877-266-3672 | [info@comforcehealth.com](mailto:info@comforcehealth.com)

© 2020 ComforceHealth. All Rights Reserved. Names and logos of actual companies and products mentioned herein may be the trademarks of their respective owners, and are used for identification purposes only.