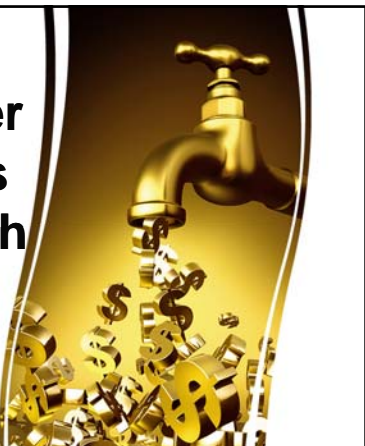


**Customer  
Success  
Story with  
CAC**



**Dolbey**  
SINCE 1914

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Heather Eminger, CAC Product Manager

**COMPUTER-ASSISTED CODING  
TECHNOLOGY EXPLAINED**



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**Definition of CAC**

Computer-Assisted Coding (CAC) is the use of computer software that automatically generates a set of medical codes from documentation provided by healthcare practitioners and study results for review and validation by a Coder.



**Dolbey**  
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### CAC is Powered by NLP

- The Natural Language Processing (NLP) Software Identifies Patterns in the Language Found Within the Text of Charts
- The NLP Engine Extracts this Data and Applies the Correct ICD9 or CPT Code
- The Entire Chart is Considered Rather than Just Single Documents
- Free Form Text is Processed and Does Not Require Changes in Physician Behavior



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### What is Automation?

- "Automatic implies there is no human intervention"
- Specific Types of Accounts Go Direct to Bill Such as:
  - Lab
  - Radiology



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Christel Chuderewicz, HIM Director

### BUTLER HEALTH SYSTEM SUCCESS STORY WITH CAC



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## About Butler Health System



• 250 Bed Acute Care Facility in Butler, PA

• Rated by Thomson Reuters as One of the "Top 100 Cardiovascular Hospitals" in the Nation.



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## Why Computer-Assisted Coding?

- Increase Coder Efficiency
  - Alert Coder of Potential Codes
  - Reports / Results Available Immediately
  - Less Paper Shuffling
  - Automated Workflow
- At the Beginning of 2009, Butler Acquired 13 IRG Facilities that HIM Would be Responsible for Coding all Lab and Radiology Reports, Without the Ability to Increase Coding Staff.

**Dolbey**  
SINCE 1914

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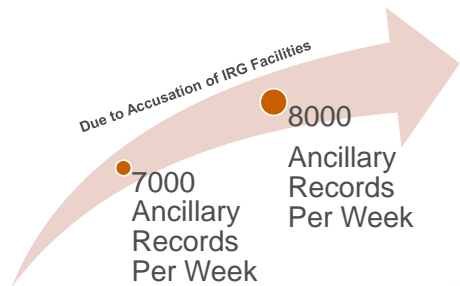
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## Increase in Chart Load



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### Systems Interfaces

- Meditech™ Health Information System
- Meditech™ Billing System
- 3M Encoder



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### HIM Department Statistics

- 2 FTE Coders Reduced to .6 FTE Coders
- .4 FTE for CAC QA
- Coder Productivity Gain 20%
- 0% Error Rate Through CAC Automation



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### Unique Use of CAC

- Codes Only Ancillary Record Types
- Utilizes Coding Automation
  - **When Consistent Data Allows, Certain Chart Types may be Automated to Billing, Eliminating Manual Effort.**



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### Problems Identified by Using CAC

Missing and Incorrect Information was Being Provided by Registration to the Coders. Fusion CAC Made it Easier to Pinpoint the Sources of the Problem. This has Since Been Corrected Through Education and Process Changes.



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### What Is Automation?

- Certain Charts are Coded by the Software and Sent to Billing
- Requires Customer Identification of Automated "Tokens".
- Allows Coder to Focus on More Advanced and Complicated Charts.



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### How Does Automation Work?

- Identification of Automated Tokens
- QA By Coding Staff Before Release
- Spot QA by Coding Staff
- Data Requirements
- Chart & Diagnosis Types Examples



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### Butler Automation Results

- Live Since 12/2008
- 3,500 Per Week
- 50% Automated



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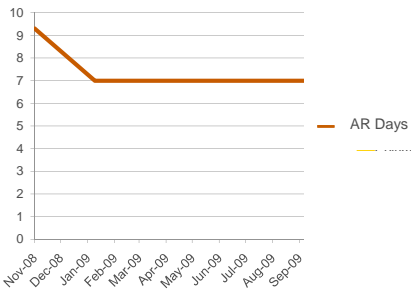
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### Accounts Receivables in Days



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### Biggest Attributes to Decrease in AR Days

“On Mondays 4,500 bills get dropped instead of 1,000 since coding automation can now occur on weekends.”



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