

## Solutions Brief

# How the largest health system in Arizona improved documentation quality

The largest health system in Arizona wanted to improve clinical documentation quality and capture patient risk as early in the patient's stay as possible. The non-profit health system decided to partner with Regard and leverage its Proactive Documentation solution to find key information buried within the EHR, surface that information at the point of care, suggest diagnoses, and generate more standardized assessments and care plans. The ongoing partnership aims to support an enterprise-wide clinical documentation initiative across 33 hospitals to drive revenue integrity and consistent clinical care quality.



### The challenge

As a large health system, lack of standardized documentation practices made it difficult to move the needle on quality and revenue integrity. However, leaders wanted to ensure their over 500 hospitalists' documentation accurately reflected patient complexity and acuity. In addition, they wanted this enhanced documentation in real time, not retrospectively.



## The solution

The health system chose to partner with Regard to help hospitalists increase their CC/MCC capture appropriately without requiring significant workflow changes or additional time.

Regard collaborated with practice managers and directors to schedule physician training most efficiently and with minimal disruption to patient care. The health system also provided additional educational materials to physicians accessible through its central educational repository and hosted town hall meetings to solicit feedback from providers. During these meetings, physician champions explained how Regard helped them improve their documentation and provide better patient care. To promote sustained buy-in, healthcare leaders decided to incorporate Regard into the onboarding process as a standard tool for all hospitalists. The health system also decided to incentivize physicians by providing them with value-based bonus payments for using the technology.

## How Regard works

### 1 Review

Regard reviews the entire medical record for every patient.

### 2 Insights

Regard catches errors and recommends diagnoses to ensure a complete patient view.

### 3 Draft

Regard proactively drafts the clinical note before physicians see the patient and updates this draft in real time post patient encounter.

## How Regard promotes clinical documentation quality

### 1

Standardizes the assessment and plan to drive documentation improvement initiatives.

### 2

Scans years of patient data in seconds surfacing the most critical and relevant insights.

### 3

Automates clinical documentation using real-time data.

During an 11-month period comparing Regard-facilitated versus non-facilitated encounters, the health system saw a 31% improvement in CC/MCC capture and a 6.4% increase in the case mix index.

# In conclusion

Through its partnership with Regard, the health system learned it must take the following steps to promote successful enterprise-wide clinical documentation improvement:

- 1** Incorporate innovative technology into onboarding workflows for all hospitalists.
- 2** Leverage physician champions and solicit provider feedback regularly.
- 3** Standardize key elements of clinical documentation.

The ongoing partnership with Regard continues to evolve as the health system explores opportunities to expand the technology across cardiology, acute surgery, and outpatient.