

BizTech Healthcare Solutions, Inc. Case Study:

Automating ED Charge Entry and Coding Process for Meditech Users at Berkshire Health Systems, Inc.



About Berkshire Health Systems, Inc.

Berkshire Health Systems is a private, not-for-profit organization serving western Massachusetts. With 350 beds, it is the region's leading provider of comprehensive healthcare services, and serves the area through a number of affiliates.

The Business Challenge

Like most HIM departments, the hospital experienced the challenge of streamlining its coding process. Typically, a coder would have to access patient records in a minimum of three separate systems to review the patient data necessary to code and abstract a record. For Berkshire Health Systems, that meant patient EMR data from Meditech, scanned records in Valco and utilizing 3M's encoder. The ED coding process was especially complicated because the HIM staff was responsible for entering the majority of ED charges. Further, because of the system integration involved between Meditech and 3M, there were batch processes that ran on a daily, overnight schedule that extended the coding and billing cycle.

Strategic Actions

As an innovator in the deployment of advanced computer systems, Berkshire Health Systems sought a solution that would uniquely integrate with its Meditech, 3M and Valco systems. The solution needed to address some key issues:

- Streamline the charge entry process for ED records
- Offer real-time charge processing, eliminating overnight batch processing
- Provide a more user-friendly and unified interface, delivering all data required by a coder
- Eliminate passing the record back and forth between coder and HIM clerical staff
- Increase management of the workload distribution

The Solution

BizTech Healthcare Solutions, Inc. was engaged to deliver its award-winning **ProMed for Coding** application integrated with Meditech, 3M, and Valco. ProMed for Coding provides one user interface that delivers patient EMR data from Meditech and access to the scanned paper record. The 3M encoder is launched during the process when the charges are submitted to Meditech.

Online forms have replaced the paper charge slips. The entire charge entry process is handled online during the ProMed coding session, enabling a "one-touch" environment for coders. Scanned paper records are linked to the patient data and displayed in the image viewer that is embedded within ProMed. Once charges are submitted within ProMed, the charge data is immediately processed into Meditech BAR and 3M is launched.

Instead of coders waiting until the charges flow from Meditech to 3M in the overnight batch process, they can immediately code and abstract within 3M. Since all patient data is linked within ProMed by patient account number, the coder never has to type in the 12-digit account number. This means ProMed increases data accuracy while also eliminating coder keystrokes.

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The Benefits

ProMed for Coding has improved the efficiency and productivity of the ED charge entry and coding process. The manual data entry of charges has been eliminated. Since all of the records are linked by account number and delivered to the coders desktop, a great deal of keystrokes has been eliminated. The records that are processed through ProMed are ready for billing one full day faster than previously achieved, which drives down the 'Discharged but not Final Billed' rate.

The screenshot displays the BizTech ProMed software interface. At the top, it shows patient information: MRN: M123456789, Account: M12345678901, Patient Name: Ed patient, Date of Service: 12/12/2005. Below this are navigation buttons like '24/72 Rule', '24/72 Hold', 'Skip', 'Hold', 'SM Hold', 'Hold For Review', 'View Holds', 'Submit BAR', 'Meditech BAR', 'Meditech EMR', 'Submit Record', and 'Exit'. A sidebar on the left contains menu items: Summary, Other Reports, Lab, Medications, Microbiology, Order History, Pathology, Imaging, and Images. The main area shows a patient's medical history with handwritten notes, including 'Feeling like someone kidnapped' and 'Patient is not well today for 2-3'. On the right, there is a 'ICM Data Entry' window with fields for Patient Number, Encounter Number, Patient Name, Birth Date, Patient Age, Sex, Race, Ethnicity, SSN, and ADDRESS INFO (ABST). Below these are fields for Admit Date, Discharge Date, Length of Stay, Physical Class, Page Text, Fee Page, Second Page Text, Patient Type, and ATTEND PHYS INFO. The bottom of the screen shows a Windows taskbar with various application icons and the system clock showing 3:26 PM on 12/12/2005.

Technologies Used

- **Fujitsu 5650C scanner**
 - provides high speed scanning with a small footprint
- **Kofax VRS**
 - reduces document prep time for scanning and indexing
- **BizTech ProCapture Scanning**
 - provides user friendly scanning, indexing and QA
- **BizTech ProMed for Coding**
 - integrated with Meditech, 3M and Valco
 - leverages Microsoft SQL and ASP.Net technologies

About BizTech Healthcare Solutions

BizTech Healthcare Solutions, Inc. is a Microsoft Gold Certified Partner and a "best of breed" systems integrator for Work Process Automation and Web Business Applications. BizTech is a single source supplier of enterprise products for automation, workflow, document management, digital signing, and e-commerce applications. Our certified engineers and developers provide design, development and "first call" support services from offices throughout the United States. With 20-years process engineering and related LAN/WAN and Internet experience, BizTech creates and supports solutions in numerous industries.