

# Case Study: Health System Benefits from Outsourced CDI Services



**Client:** West coast health system with 18 hospitals and numerous clinics.

## Challenge

The ability to get reimbursed is directly dependent on the quality of clinical documentation. Missing, poor, or non-specific clinical documentation will result in lost revenue. This client was especially challenged in having sufficient and consistent staff in places at all times for its clinical documentation improvement (CDI) functions. This was most prevalent during times of:

- Staff paid time off (PTO)
- Leave of absence
- Open positions
- Sick leave

## The GeBBS Solution

The GeBBS CDI team provided a quick and adaptable resolution for the health system with the placement of ICD-10 trained staff that bridged the staffing gaps and provided ICD-10 training for the system. Highlights included

- Delivered CDI staffing stability by quickly filling coverage gaps with qualified ICD-10 ready CDI management and professionals
- Provided flexible coverage resulting in no loss of production
- Staffed an ICD-10 hotline for 18 hospitals and assorted clinics
- Trained new CDI RNs

## Results

- No loss of productivity during transitions
- No loss of efficiency during ICD-10 training and transition
- Minimized lost revenue

## CDI Services At a Glance

- CDI audit & effectiveness assessments
- Interim or permanent CDI staffing - short term or long term, project based, or new program implementations
- All CDI professionals are licensed/credentialed RN, PA, MD, CCDS, CDIP, CCS or combination thereof
- Three tiers of CDI professionals:
  - CDI Specialist
  - CDI Consultant
  - CDI Manager/Director

**“GeBBS remote CDI employees are dependable, reliable, flexible and enjoyable to work with; as is the company at large.”**

**- Corporate Director for CDI  
West Coast health system**

**Want to improve your CDI services?  
Contact Us Today!**

**GeBBS Healthcare Solutions, Inc.**

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