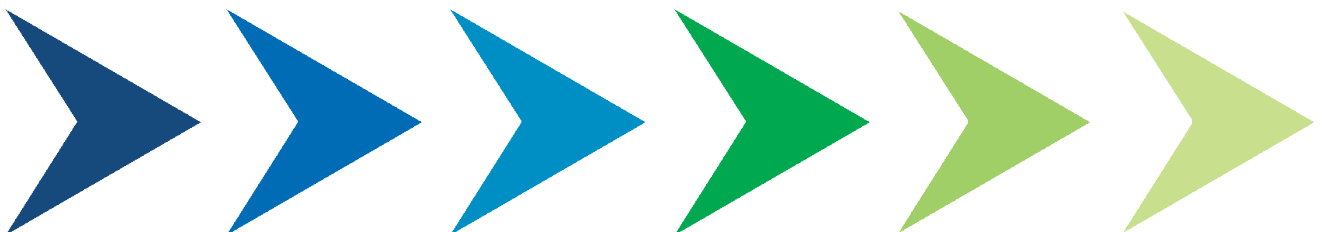


HIM Outsourcing: A Pyramid Success Story



CHILDREN'S HOSPITAL & MEDICAL CENTER - OMAHA, NEBRASKA



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Background:

Children's Hospital & Medical Center is a 145-bed non-profit organization caring for children since 1948. It is the only full-service pediatric specialty health care center in Nebraska. Patients are referred from throughout the region for the treatment of complex or unusual diseases in addition to pediatric primary care.

Children's opened a new state-of-the-art hospital built especially for children in September 2000. The new building is one block north of the adult facility in which Children's resided for almost 20 years. When the decision to separate from the adult facility was made, Children's looked to key partners to assist with department development from the ground up.

Pyramid Healthcare Solutions was chosen as the key partner for Health Information Management. Pyramid was well known for their expertise in outsourcing, coding and billing.



The contract was implemented during the next year, in three phases.

- ◆ **Phase One** consisted of developing the physical layout of the department, selection of a transcription vendor and participation in the health information system implementation planning and preparation.
- ◆ **Phase Two** consisted of transitioning current staff and/or hiring new staff for the HIM department as well as implementation and activation of the new medical records imaging and document management system.
- ◆ **Phase Three** is the ongoing full-outsource agreement with key performance indicators which remains in place today.



"Pyramid provides Children's Hospital in Omaha full services for our health information management (HIM) functions. The on-site team is led by one of the most outstanding young HIM leaders in the country and performs at a level that would be difficult to duplicate without the wealth of leadership experience and HIM expertise that Pyramid provides our organization."

Allana Cummings

Vice President and Chief Information Officer ,Children's Hospital & Medical Center, Omaha NE

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Key Milestones:

- ◆ The coding team was assembled in February 2002. They quickly went to work and successfully reduced the DNFB from \$7.5M to \$2M in three months. Today, the Pyramid coding team consists of highly skilled pediatric trained coders that consistently maintain DNFB less than \$1.6M and a 2 day turn-around for discharged accounts.
- ◆ The HIM management team has been instrumental in leading the hospital through two HIM system implementations as well serving in advisory roles for the implementation of Epic for both the primary care and specialty care clinics.
- ◆ The delinquency rate is successfully maintained at 5-6% through an efficient and effective physician notification process and ongoing communication with medical staff leadership.
- ◆ The Release of Information functions have recently been centralized with health information management now responsible for all hospital, primary care clinic and specialty care clinic release of information responsibilities. ROI turn around times have improved from an average of 21 days per request to 2 days per request.
- ◆ The document imaging team provides services seven days a week and turns all charts around within 24 hours of discharge.
- ◆ The HIM team has recently participated in a staffing analysis project. The results of this project include daily task monitoring tools for both the staff and management, productivity expectations for each task performed in the department and a more efficient workday that has allowed the department to take on additional responsibilities.
- ◆ The HIM Department was the winner of the 2006 Advance Magazine HIM Team of the Year

