CASE STUDY

HCC MOBILE EDUCATION IMPROVES RAF ACCURACY WITHIN A LARGE HEALTH SYSTEM

OVERVIEW

In this case study, we examine the deployment of a mobile education tool to help a large vertically integrated health system improve RAF accuracy. The Client Hospital had struggled for years in obtaining high quality, well documented Hierarchical Condition Categories (HCCs).

Prior to DoctusTech, the Client Organization had tried different solutions with little success to drive clinician engagement, increase clinician knowledge, and ultimately change documentation behaviour. The Client Hospital subsequently partnered with DoctusTech to deploy micro-learning modules through the use of mobile phones over a 12 month period.

The program was designed to solve consistent complaints that 60 minute powerpoint seminars were not an effective teaching tool for the vast majority of doctors. DoctusTech deployed a mobile application to all of The Client Hospital's primary care clinicians while providing monthly data updates for administrative stakeholders to track progress.

One year after deployment, DoctusTech conducted a data analysis to determine the impact of the twelve-month training program. The evaluation showed that clinician behaviour had improved significantly with regards to diagnosing and accurately documenting HCC conditions. The following dives deep into the Client Hospital, the problem, and the solution.

THE CLIENT

The Client Hospital has been serving the surrounding US community with exceptional and compassionate care for over 130 years. In that time, they have evolved into an extensive network of healthcare clinicians, including 1,200 clinicians, offering services at over 100 locations. Their vision is to become a national leader in clinical excellence, patient experience, and affordable care, with a mission to improve their community's health by providing exceptional outcomes and the finest experiences in an affordable way.

1200
CLINICIANS

100
LOCATIONS

To achieve this mission, The Client Hospital has established a Clinically Integrated Network (CIN). The CIN and its participating clinicians collaborate to create clinical performance standards and protocols for the network, which form the basis for negotiating contracts with payors for performance standards. It also allows for better care coordination across caregivers, focus on quality and performance, and preparation for new incentive-based compensation programs.

Success in their value-based care contracts is critical to this goal, and improvement in HCC coding is essential for success.

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PROBLEMS

The Client hospital deployed a multi-pronged approach to improve RAF accuracy with physician education, prospective chart prep, and retrospective chart analysis. To train clinicians, The Client Hospital deployed many resources which included:

Email blasts highlighting "diagnosis of the month"

Operational meetings to remind clinicians of recent learning points

Third party consulting company to hold multiple zoom session around specific HCC topics

Despite these efforts, the specificity of documentation required multiple queries and their overall RAF did not accurately reflect the patient population they were caring for.

To offset the lack of clinician engagement, coders were hired and analytic tools were used through their electronic health record (EHR). The problem they kept running into, were all these methods helped accurately document chronic conditions from the year before, but they were not helping clinicians make new and accurate diagnoses.

Financially, the challenges preventing accurate HCC documentation, cost the organization millions in reimbursements. These funds could be earmarked for social workers, case managers, and other clinical teammates significantly needed by the community they serve.

FOUR KEY CHALLENGES

Powerpoint driven educational seminars were difficult to carve out time for all physicians to attend

Clinician documentation behaviour regressed to the mean 2 weeks after training seminars

Clinicians were not effectively responding to coder queries without proper education

Comparing RAF across clinicians was not helpful to benchmark physicians' knowledge of HCCs

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SOLUTION

DoctusTech deployed a mobile education platform directly onto the smart phones and tablets for all primary care clinicians. Each clinician was expected to:

Participate in asynchronous learning available to them on their mobile phones each week

Answer clinical vignettes specifically tailored to their strengths and weaknesses

Total time spent on average was 5 minutes

Accountability and tracking included monthly reports of clinician engagement, learning points mastered, and learning points needing improvement. Quarterly business reviews allowed for alignment on education strategy between DoctusTech and the Client Hospital.

✔ **Mobile asynchronous learning every week**

✔ **Adapted clinical vignettes**

✔ **Take just 5 minutes**
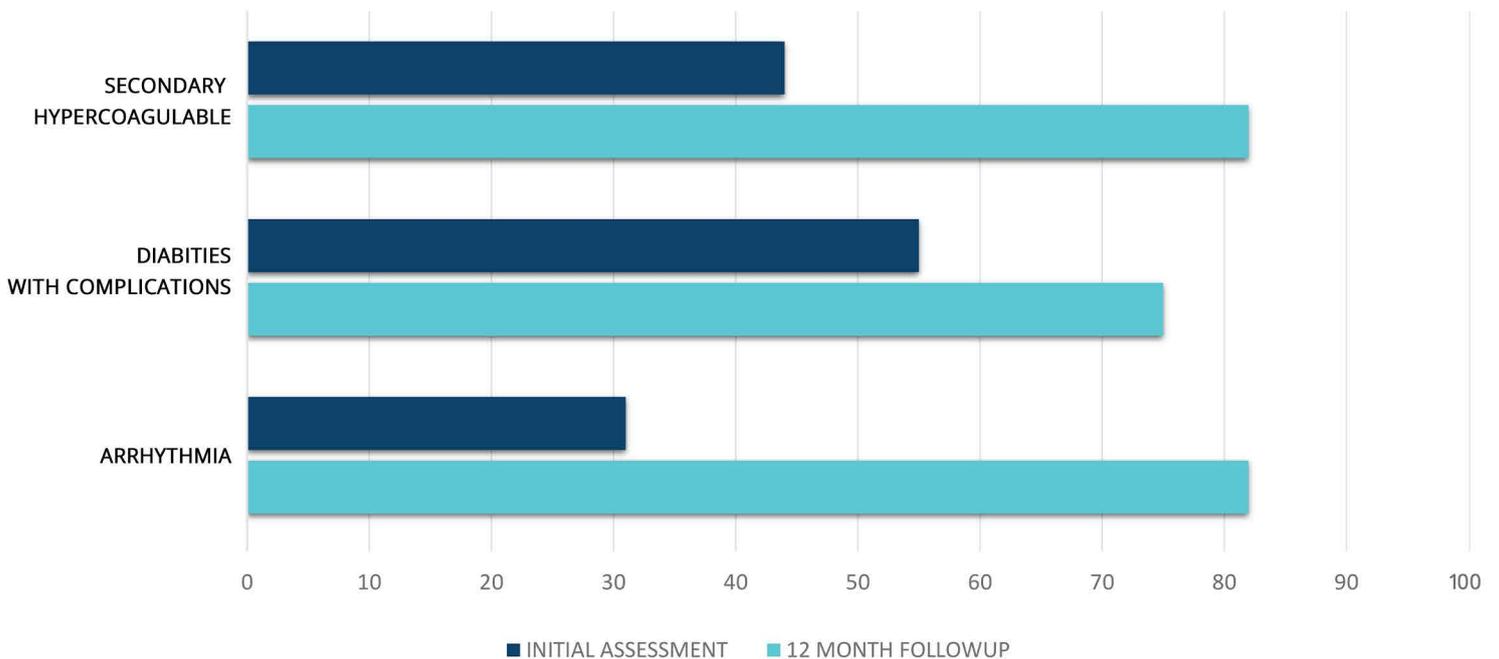
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RESULTS

To determine the impact of asynchronous learning, DoctusTech evaluated clinician knowledge gain and improvement in HCC documentation.

When comparing starting knowledge to retained knowledge over time, DoctusTech was able to demonstrate asynchronous and regular training resulting in much higher mastery by clinicians.

THREE KEY AREAS THAT WERE PARTICULARLY NOTEWORTHY

KNOWLEDGE GAINED OVER 12 MONTHS

Bar chart comparing INITIAL ASSESSMENT and 12 MONTH FOLLOWUP across three categories:
- SECONDARY HYPERCOAGULABLE: Initial Assessment ~44, 12 Month Followup ~82
- DIABITIES WITH COMPLICATIONS: Initial Assessment ~55, 12 Month Followup ~75
- ARRHYTHMIA: Initial Assessment ~31, 12 Month Followup ~82

X-axis: 0 to 100

Legend: ■ INITIAL ASSESSMENT ■ 12 MONTH FOLLOWUP

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WHEN LOOKING AT THE IMPACT OF KNOWLEDGE TO ACTUAL DOCUMENTATION:

The clinicians most engaged with DoctusTech captured more HCC codes in 71 of 84 HCC categories.

HCC CODE DATA

15.75%

84.25%

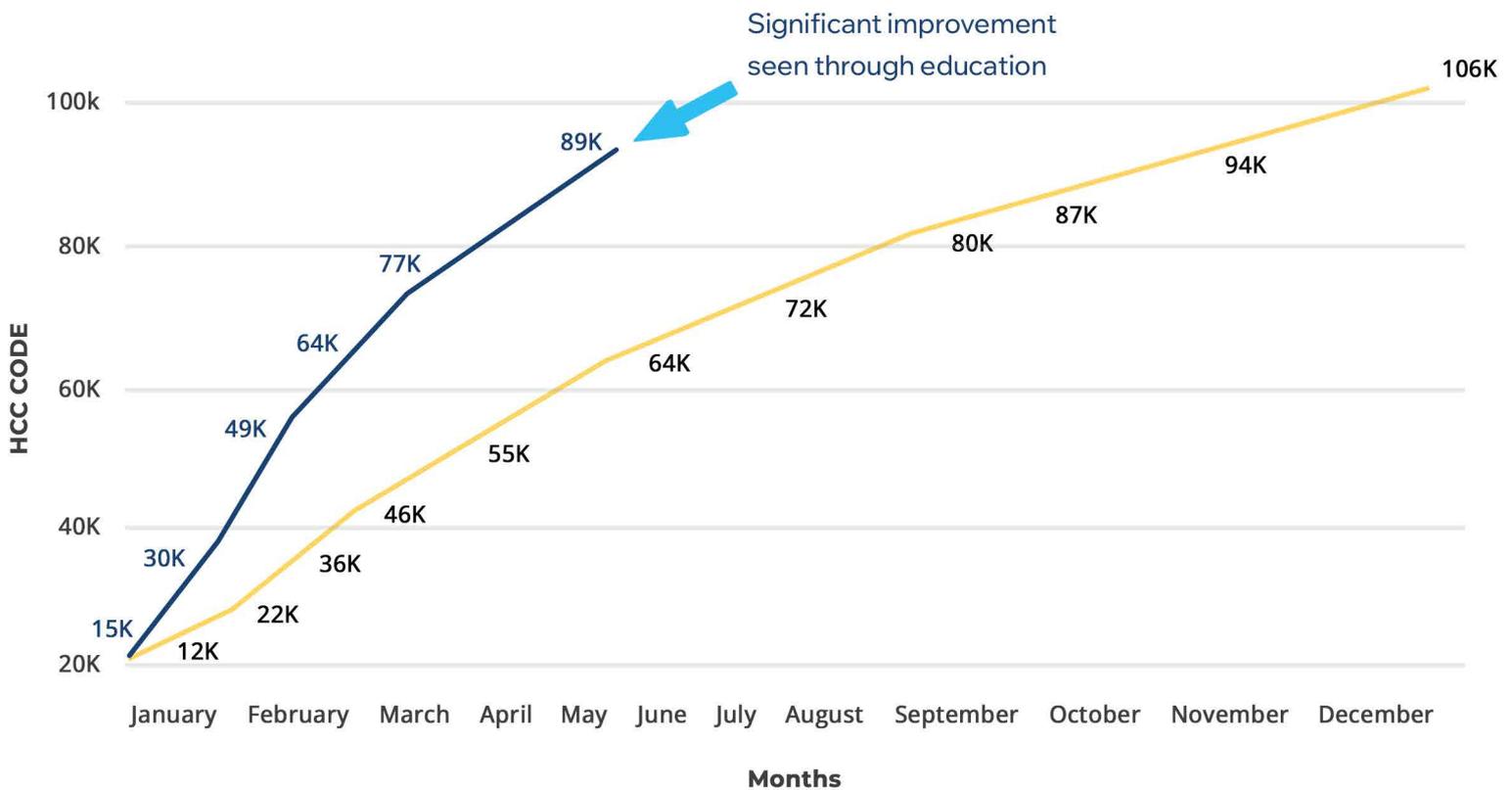■ Remaining candidates ■ Clinician engaged
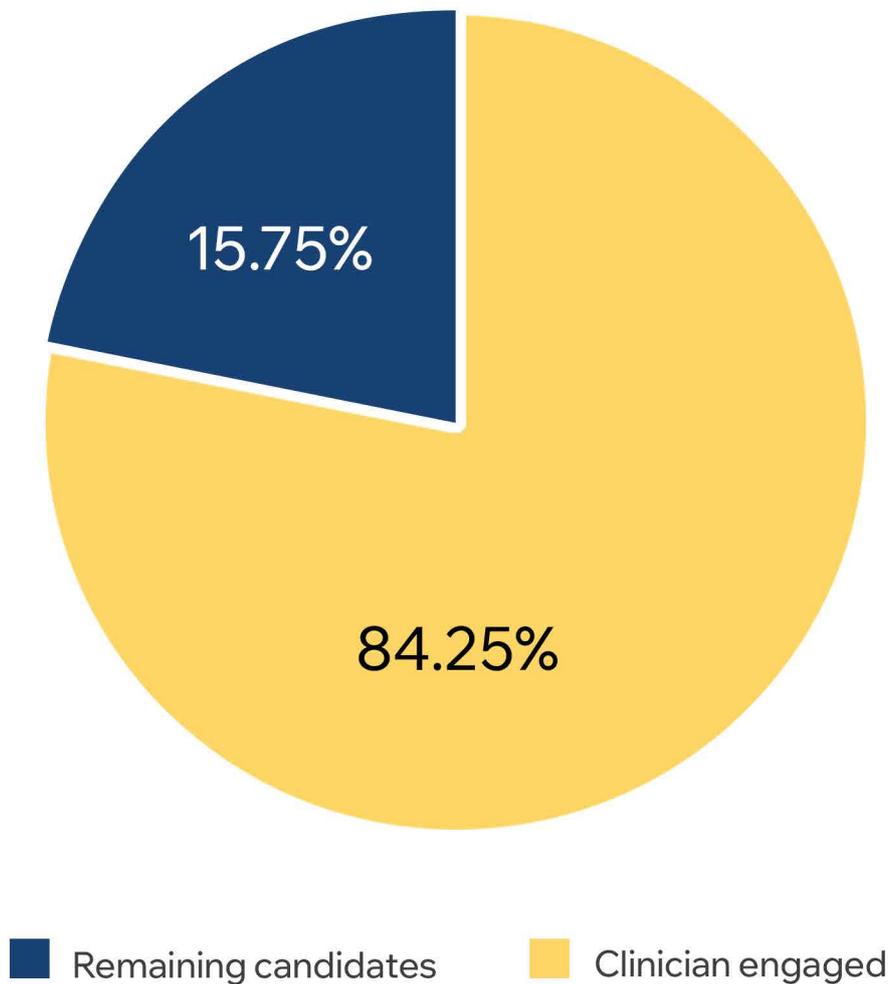
Overall HCC Prevalence rates improved for HCC coding from 2021 to 2022. Clinicians documented more accurately and recaptured more codes with the DoctusTech education platform in place.

MOBILE EDUCATION IMPACT

HCC coding has improved in 2022
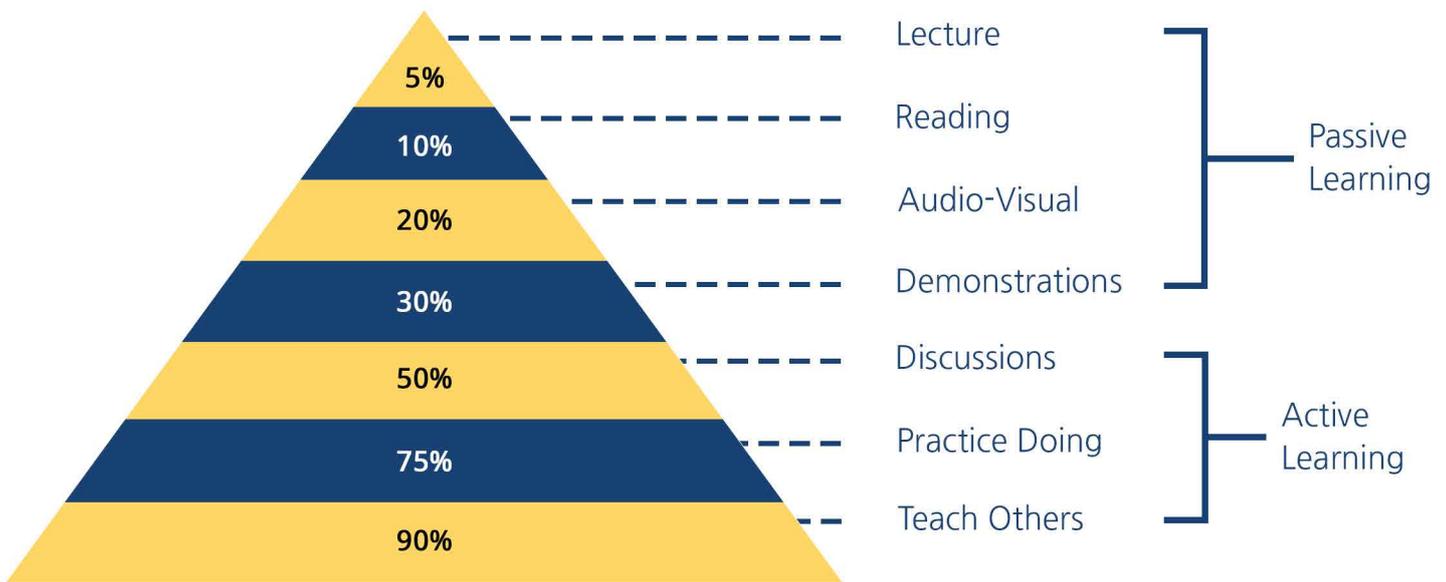
Year ● 2021 ● 2022

Significant improvement seen through education

Mandatory engagement results in sustained behavior change

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CONCLUSION

The impact of asynchronous HCC education through a mobile phone when compared to traditional classroom setting outperformed on end points of long-term knowledge retention and RAF impact.

Learning design literature confirms these findings as passive learning results in 5% knowledge retention for most people. Through DoctusTech's tailored asynchronous learning, clinicians showed >75% knowledge retention and change in behaviour immediately.

Retention	Method	Category
5%	Lecture	Passive Learning
10%	Reading	
20%	Audio-Visual	
30%	Demonstrations	
50%	Discussions	Active Learning
75%	Practice Doing	
90%	Teach Others	

With the challenges of coordinating schedules and expenses incurred with arranging a virtual or in-person HCC training, it begs the question why many organizations are still defaulting to in-house or third-party lecture formats. To truly master any topic, the end user must engage in some type of work on a regular basis.

While 1-1 chart reviews and feedback are still the gold standard, it is a hard strategy to scale and certainly not cost effective. DoctusTech can deploy and solve for 80% of clinicians in any organization with the remaining 20% still requiring 1-1 support.

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ABOUT DOCTUSTECH

DoctusTech makes it easier for independent clinician groups to transition to value-based systems of care.

MOBILE HCC EDUCATION

The DoctusTech HCC mobile education platform offers individualized training for clinicians resulting in a 30% increase in RAF accuracy. The platform delivers training on clinicians' mobile phones each week replacing the need for virtual or in-person seminars. With 5 minutes worth of work each week, clinicians are able to sustain behaviour change and improve HCC documentation.

EMR INTEGRATED PLATFORM

DoctusTech provides real-time feedback while clinicians complete their notes. Imagine spell-check for your progress note. By utilizing Natural Language Processing combined with general A.I.,DoctusTech is able to help clinicians resurface supporting evidence for chronic illnesses, identify new diagnoses, and ensure all notes submitted are compliant.

For sales inquiries, please write to us at sales@doctustech.com
DoctusTech | Redondo Beach, CA, 90278
www.doctustech.com