



ARIA HEALTH

Full Suite HIM Services from IOD Effectively Cater to Individual Hospital Needs

Combination of Services and Software Delivers Best of Breed through Single HIM Partner

Provider Profile:

- 3 acute care hospitals: 477 licensed beds
- 29,000 admissions per year
- 120,000 emergency visits per year
- 146,000 outpatient visits per year

Results:

- Highly efficient departmental workflow
- More effective vendor management
- Tighter management reporting and analytics
- Integration of people, process, and technology

Background:

Aria Health is the largest healthcare provider in Northeast Philadelphia and lower Bucks County, bringing together three community hospitals and a strong network of outpatient centers and primary care physicians. Health information management (HIM) is a key driver in Aria's financial and clinical success.

Challenge:

Aria's philosophy has consistently been to use best of breed service and technology providers to deal with internal needs. While the objective of this approach is to provide the institution with optimum performance in HIM, there is a potential downside. The need to deal with multiple vendors and contracts makes it difficult to determine responsibility and solve problems when several players are involved.

Sigrid Warrender, RHIA, Corporate Director of HIM, always felt the benefits of having best of breed partners was worth the risk. However, increasing management demands caused by the move to ICD-10, Meaningful Use, and the need to comply with stronger HIPAA requirements brought that approach into question.

- Does it make sense to manage even more vendor relationships?
- Is it more prudent to deal with one vendor that can handle multiple responsibilities; and have service level agreements in place to ensure success?
- If using a single vendor in HIM, what characteristics would that vendor need to possess?

Solution:

The good news for Warrender was that she was already working with three vendors that had some or all of her needed qualities. Her existing HIM vendor partners were:

- IOD Incorporated: Release of Information (ROI) Technology and Services
- Automated Document Solutions (ADS): Document Scanning Services
- MECA: Outsourced Coding Services and Audit Management Technology

At the same time Warrender was rethinking her best of breed strategy, IOD Incorporated, ARIA's long term partner for ROI, was executing its strategic vision to become a broad based HIM service provider. Through its merger with ADS and MECA, IOD brought together an elite group of HIM companies; ones that shared a similar commitment to customer service and satisfaction.

“There is no doubt that for future services we will look to IOD first; in fact, we are working with them now to satisfy some of our Meaningful Use requirements.

Sigrid Warrender, RHIA, Director, Health Information Management





ARIA Health

Results:

IOD`s new partners were in direct alignment with Warrender`s strategic direction and existing vendor relationships. The announcement was welcome news for Warrender. The next step, consolidation, is scheduled to occur over the next year and promises to bring five strategic benefits:

- Single company offering all services to HIM
- Reduced number of vendors and contracts
- Tighter integration of HIM departmental workflow
- Deeper understanding of organizational goals
- Ability to address new opportunities and meet future HIM needs

Full Suite of HIM Services and Software

Utilizing a single, trusted partner to provide a full suite of HIM services is a major win for Aria Health. "We know all the people involved at every level and from each division of IOD," mentions Warrender. Now we can start to have broad based strategic conversations about the direction of HIM in an eHIM world and look to our single partner to help solve those challenges."

Best of Breed Benefits

From an ROI perspective, Warrender appreciates IOD`s high levels of quality service and turnaround time. IOD`s employees are on the frontlines and blend in completely with in-house staff, providing exceptional customer service to both patients and requestors. The same high quality is delivered by the coding services division where responsiveness is critical.

"We know and trust IOD`s coding team, they are very responsive to our staffing needs, but they also do their own internal assessments and coder training; a win-win for our department," Warrender adds.

The imaging division of IOD manages the quality of the scanning as well as the hardware and supplies. "Their workflow processes are world class and they have provided considerable cost savings versus performing this function in-house," Warrender concludes. RACAssist, IOD`s audit management software, is also installed at Aria. The system has evolved from a RAC tracking application to a full-blown denial management solution and its seamless integration to IOD`s PRISM™ ROI platform is invaluable.

ARIA has benefited significantly from their IOD partnership over the years and looks forward to even greater value as the company works to further integrate their solutions. So far, Warrender reports:

- Rapid ROI turnaround time
- Economies of scale from leveraging resources across ROI and scanning
- Exceptional ROI customer service
- Immediate coder availability
- Cost savings versus in-house scanning
- Access to a fully integrated ROI and denial management system

"We would refer any or all of IOD's services to other HIM departments. IOD is very customer driven and amenable to hearing input for future product development and enhancements. They listen and then deliver; something that really sets them apart from other HIM vendors."

Sigrid Warrender, RHIA, Director, Health Information Management

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