This case study is based on outcomes achieved at a large integrated delivery network (IDN) with over 50 facilities and a total of nearly 5,500 beds across a range of large to small hospitals. By using M*Modal artificial intelligence powered Computer-Assisted Physician Documentation (CAPD) technology, over 750 clinicians at this organization have improved the quality and completeness of the clinical note at the point of care, thereby freeing up physician time for patients and downstream CDI resources for more complex cases.

To mitigate the growing regulatory burden on physicians driven by value-based care, M*Modal has adopted a unique approach of combining documentation creation and improvement into a unified, physician-centric workflow with CAPD. The goal of CAPD is to improve documentation quality in real time and at the front end of the documentation process, reduce time-consuming, post-discharge queries from CDI Specialists (CDIS), and help CDI resources expand their review process to additional specialty areas and payers.

Using natural language understanding and deep learning technologies, M*Modal CAPD and CDI Engage have helped this client:

**Improve Documentation Quality:** M*Modal solutions continuously improve the accuracy of clinical documentation by delivering context-specific, clinically-relevant information for needed details and/or clarifications as the note is being created. The CAPD feedback is subtle and non-disruptive, and clinicians can either address gaps in real time or choose to ignore the feedback, which can then be handled downstream by CDIS.

**CHALLENGE**
- Growing documentation requirements for physicians take time away from patient care
- Severity of illness and complexity of care are not adequately documented
- Post-discharge queries from CDIS are ineffective, costly and disruptive
- Quality improvement and revenue opportunities are missed

**SOLUTIONS**
- Document directly in the EHR with 2017 Best in KLAS, Speech Recognition: Front-End EMR, M*Modal Fluency Direct®
- Utilize embedded CAPD functionality to deliver real-time and in-line feedback to physicians
- Drive outcomes using M*Modal CDI Engage™ to capture complexity, acuity and severity levels for over 23 conditions enabled

**OUTCOMES**
- 20% reduction in CDI queries for which physicians receive CAPD feedback
- 5% increase in CMI (monthly average)
- 7.5% increase (monthly average) in Complications or Comorbidities capture
- 25% reduction in discharges with unspecified heart failure documentation

**WHY M*MODAL**
- KLAS CAPD 2017: An Early Look report – M*Modal has the commanding market share with clients most confident of attributing improved financial outcomes to CAPD
- First-to-market CAPD technology in broad production use since 2014 across hundreds of facilities
- Only truly real-time and interactive CAPD system proven to drive physician engagement and efficiency
**Drive Physician Engagement:** To minimize disruption while maximizing effectiveness and trust in the system, only M*Modal aligns CAPD messages with physicians who need them the most. This is done by first collecting data “silently” in the background, before presenting anything to the physician. Some clients have reported up to 70% physician engagement with M*Modal CAPD messages.

**Promote Better Patient Care** (as reflected in Quality Measure Performance): M*Modal CAPD brings the clarification process to the time of note creation when the patient encounter is fresh in the physician’s mind, not days later when details may not be correctly or completely recalled.

**Advance Financial Goals:** By ensuring appropriate documentation, M*Modal helps better manage more complex and severe diagnoses that in turn support a higher Case Mix Index (CMI) and better reimbursement. M*Modal CAPD also helps physicians better capture Complications or Comorbidities (CCs) and Major Complications or Comorbidities (MCCs), Severity of Illness (SOI), and Risk of Mortality (ROM).

**Enhance Operational Efficiencies:** M*Modal CAPD significantly reduces disruptive and time-consuming retrospective queries by CDIS and thereby improves both physician efficiency and the downstream effectiveness of CDIS and coders. CAPD enables physicians to address everyday gaps in specificity at the time of documentation, thereby allowing CDIS to focus on more complex cases and extend CDI coverage to all payers and all charts.

*Results can be attributed to the deployment of M*Modal solutions and are only applicable for conditions addressed by CAPD feedback. Results can vary.*