



# Children’s Hospital Coders Attain 120% Of Quota Using Quantim Coding

## CHILDREN’S HOSPITAL OF WISCONSIN

### SITUATION OVERVIEW

#### CHALLENGE

- Produce consistently high coder productivity
- Enable remote coding
- Ability to customize abstracting
- Provide for electronic peer review QA
- Enable advanced record searches for ad hoc reports
- Fully prepare for 2013 ICD-10 implementation

#### SOLUTION

- Quantim Coding, Abstracting and Compliance

#### RESULTS

- Productivity exceeds standards in all patient categories
- All coders work from home offices
- Abstracting fully user customizable
- Electronic peer review - QA enabled
- Record searches from reports in minutes
- Quantim ICD-10 Simulator to enhance in-house coder training

## QUADRAMED COUNTDOWN PROGRAM SELECTED TO PREPARE CODERS FOR ICD-10 TRANSITION

Children’s Hospital of Wisconsin, located in Wauwatosa, is nationally recognized for its high quality pediatric care and is a Level I Pediatric Trauma Center. The hospital is a major teaching affiliate of The Medical College of Wisconsin, and is also affiliated with more than a dozen schools of nursing.

In 2007, Children’s installed a suite of QuadraMed Quantim Health Information Management (HIM) products including Quantim Coding, Abstracting and Compliance. Children’s Hospital required a modern HIM product suite that would significantly upgrade coding capabilities at the facility and enable remote coding. The health system was also seeking to customize abstracting processes and provide for electronic Quality Assessment (QA) and ad hoc compliance reporting.

### QUANTIM CODING

The hospital’s coders, which included nine full time and two part time employees, were especially pleased with the Knowledge-Based methodology of Quantim Coding. “Quantim has the code books and other reference materials our coders need right there online,” said Patty Stingl, RHIA CCS, AHIMA-Approved ICD-10 CM/PCS Trainer, Coding Supervisor. “Having them in the system made Quantim easy to use, and once the product was installed, we gave all of our coders the option to work from home. They all accepted. Their satisfaction is high. We’ve had no turnover, and our coder productivity exceeds the standards we’ve set for them.”

Children’s coding productivity standard is 2.5 charts-per-hour for inpatients, four charts-per-hour for short stay



# case study

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patients, and 18 charts-per-hour for outpatients in the Emergency Department. According to Patty Stingl, “Now that we have Quantim, our monthly coder productivity consistently averages from just over 100 percent to 120 percent of our standards by patient type.”

Ms. Stingl continued, “We’ve also made the most of using Quantim’s code package capability. For instance, we build packages based on the top five open heart surgeries that are performed on children so a coder can quickly get the diagnosis code and all of the procedures that go with it from a single package. We do the same on the short-stay side, where we have the ICD-9 and CPT codes organized in packages, too.”

## QUANTIM ABSTRACTING

Initially, the coders also performed most of the abstracting. This changed over time, and hospital analysts now manage the abstracting function. “As our hybrid health record became more computerized, the three people who do the analysis of our medical records have evolved their responsibilities and now perform most of the abstracting,” Patty Stingl said. “That enables our coders to take on some other responsibilities without our having to increase the staff.”

“Quantim Abstracting has the capability to customize any abstracting need, such as the birth defect reports we provide to the state and certain Joint Commission reports. We also do ad hoc Grouper reports for Patient Accounting, and hospital acquired conditions for our administration.”

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## CHILDREN'S HOSPITAL OF WISCONSIN AT A GLANCE:

Licensed beds **296:**

Annual inpatients: **22,747**

Annual outpatients: **303,140**

Annual ED/Trauma Center: **59,984**

Designated a Magnet hospital

## QUANTIM COMPLIANCE

Each week, some of the coders transition to Quantim Compliance. Patty Stingl noted, “I have them all set up to do peer review QA, which is especially important when everyone is working remotely from home.

“Quantim Compliance lets us customize our coder productivity reports and assessments. We took almost a year to totally transition from a manual system to Quantim so we were sure our productivity numbers were right. The only manual logging we do now is when a coder has an exception or they’re working on QA. It has been a very good tool for us.

“The other thing I really like is the advanced search function. For instance, I might get a request to report on how many of the kids treated last year had a specific illness. We initialize a search for the information in Quantim and it produces a report in a matter of minutes that was not available manually.”

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# case study

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## PREPARING FOR ICD-10

Ms. Stingl, her manager, and two coders have been certified as AHIMA Approved ICD-10 Trainers. They are currently sharing what they learned with the rest of the coding staff, and are planning to partner with QuadraMed to ensure Children's Hospital is ready for ICD-10.

Having seen the Quantim ICD-10 Coding Simulator during a QuadraMed User Group demonstration, Patty Stingl commented, "I'm very happy with the preparation QuadraMed has done for ICD-10. All of our coders have attended the ICD-10 Countdown Webinar, and we've budgeted for them to work on the simulator for about six months before the 2013 deadline.

"QuadraMed made ICD-10 look like ICD-9 in Quantim Coding," she continued. "It looks and feels very familiar. They did a really good job, impressive."

For further information about the Quantim suite of products and services, and to learn more about QuadraMed's ICD-10 Countdown Program, visit [www.quadramed.com](http://www.quadramed.com) or contact your QuadraMed representative.



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*Patty Stingl, RHIA CCS  
AHIMA-Approved ICD-10 CM/PCS Trainer  
Coding Supervisor  
Children's Hospital of Wisconsin*