

# HEALTHCARE SERVICES

# Case Study

## MINDSEEKER HELPS GET HOSPITAL'S REVENUE CYCLE BACK ON TRACK THROUGH CODING SERVICES

### THE CUSTOMER

- ✔ **397** beds
- ✔ **Level 1 Trauma Center**
- ✔ **3,000+** patients annually
- ✔ **Coding Services provided:** inpatient, outpatient surgery/ observation, emergency department, diagnostic testing



The responsiveness, customer service, and level of productivity have been stellar. I know Mindseeker has many customers, but they make me feel like I'm their only one. We look forward to continuing a long-term relationship with them."

- Health Information Management Director, CLIENT

### Seeking Help, Seeking Mindseeker

The Hospital is an academic teaching and research hospital with a cancer center, a world-renowned trauma team and a nationally accredited stroke center. It is the only Level 1 Trauma Center in its region, and it admits more than 3,000 patients annually.

**The challenge:** The Hospital was struggling with unsatisfactory service from a revenue cycle vendor. The facility was faced with quality issues, low productivity, backlog and a very large DNFB.

The Hospital decided it was time for a change. They wanted a vendor that would be cost effective while committed to quality assurance, responsiveness and transparency. The Hospital brought on Mindseeker and couldn't be more pleased.

### Mindseeker to the Rescue.

Mindseeker jumped into action, immediately bringing in highly skilled and credentialed coders and a knowledgeable management team who are experienced working within a Level 1 Trauma and academic teaching hospital. To help the Hospital reach a necessary level of performance quickly and efficiently, Mindseeker also brought in a team of temporary coders for 30 days, provided onsite Denials/Appeals training to members of the hospital's staff and placed multiple Emergency Department Coders to help out.

Tackling both inpatient and outpatient coding, Mindseeker's experts were able to build a coding solution that allowed for maximum revenue while improving coding accuracy and enforcing coding standards. Mindseeker did all this while working closely with the hospital's management team and maintaining open communication.

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## Back on the Right Track.

The Hospital set a goal to reduce the DNFB rate by more than \$100 million over a two-month period. With Mindseeker on board, this goal was achieved in an astounding three weeks. The coders maintain a 95 percent accuracy rate as they work hand-in-glove with the hospital's clinical documentation improvement nurses to resolve diagnostic related grouping mismatches.

**The bottom line?** Mindseeker reduced the Hospital's chart backlog well ahead of schedule and contributed to the overall financial success of the hospital's revenue cycle which brought in a surplus of \$53 million this past fiscal year. The Hospital continues to outperform their own goals in revenue and continues to thank Mindseeker for contributing to the Hospital being back on track.

**Your strategic partner in the constantly-growing and ever-changing healthcare industry.**

## Benefits of Working with Mindseeker:

- ✓ SLA of 95% Accuracy Rate
- ✓ Delivers Exceptional Service
- ✓ Decreased DNFB Dollars
- ✓ Cost Effective
- ✓ Quality Assurance
- ✓ Responsive & Transparent



I can rest knowing this facility is taken care of as we continue future growth endeavors. I need partners I can trust who are committed to their job and I have to say that **Mindseeker goes above and beyond in meeting my expectations.**

- Health Information  
Management Director, CLIENT

## Contact Us

Whether you want to hire us or simply ask a question, we want to hear from you.

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