

# We Are Enjoin.

Patient Centered - Physician Aligned.

# Why Enjoin?

## Clinical Expertise.

For more than 35 years, Enjoin has helped organizations fully tell their patients' stories that reflect the risk, severity, and complexity of the patient population, as well as the quality of care the organization provides through clinical documentation and coding expertise. **Enjoin pioneered, and continues to be the innovator aligning clinically integrated physician directed services across all the key functions of the mid revenue cycle to improve quality of documentation and coding.**

Led by nationally renowned physicians with a strong academic background in scientific based medicine and years of clinical practice coupled with certified coding and clinical documentation credentials, our unique approach supports advanced clinical documentation practices with deep clinical expertise to drive patient centric outcomes and improve physician engagement.

## High-value Partnerships.

Our physician leaders have consulted with **several hundred hospitals and many of the largest healthcare systems in the country** providing extensive clinical coding reviews, monitoring, and education to all involved in the documentation and coding of the medical record. Enjoins physicians and CDI professionals cultivate strong partnerships with documentation teams across the continuum and our clinically trained staff possess a deep understanding of the inherent complexity and nuance of clinical documentation.

**With an emphasis on people and process supported by actionable data, we focus on collaboration among CDI teams** with education, process, and infrastructure development to successfully support value-based care delivery and outcomes.

## Return on Investment.

Pre-bill reviews, combined with advanced CDI training and physician education, consistently deliver an average return on investment of more than 700 percent annually - based solely on relative weights. Risk of financial penalties associated with coding compliance and poorly risk-adjusted outcome measures is also mitigated.



[WHAT MAKES ENJOIN UNIQUE? →](#)

# Physician Directed CDI

Enjoin's commitment and passion to documentation integrity and coding accuracy are reflected in the consistent and active involvement of Enjoins physician leadership and consulting professionals all who maintain an industry presence by providing updated insights and advancing the industry's definition of best practice. Our involvement and presence in the industry include:

- Representation for AHIMA/ACDIS Practice Brief "Guidelines for Achieving a Compliant Query Practice"
- HCPro HIM Briefings Editorial Advisory Council
- Numerous speaking engagements at AHIMA, ACDIS, (national, state, and regional conventions), HFMA, RAC Monitor
- Article submissions for ACDIS, AHIMA, HCPro, HFMA, Healthcare Finance News, Medical Economics, NAHRI
- Podcast contributors for ACDIS, AHIMA, Becker's Hospital Review



## ACDIS Advisory Board Member (2015-2018)

James P. Fee, MD, CCS, CCDS  
Co-CEO



## AHIMA Revenue Cycle Practice Management Council (2021-2023)

Laura Pait, RHIA, CDIP, CCS  
COO



## AHIMA Council for Excellence in Education (CEE) Chair Elect (2022-2026)

Sarah Laird, RHIA, CCS  
VP of Workforce Solutions



## ACPA CDI Committee Vice Chair and ACPA Certification Committee Member (2023-Present)

Adriane Martin, DO, FACOS, ACPA-C, CCDS  
VP of Physician Services



## AHIMA Board of Directors (2024-2027)

Tonya L. Bates, MSML, RHIA, CHPS  
Compliance/Privacy/Security Officer



## AHIMA Council for Excellence in Education (CEE) (2023-2026)

Jennifer Holland, MSML, RHIA, CCS, CPC  
Manager, Learning and Development

HOW ENJOIN MAKES A DIFFERENCE →

# Our Solutions

We offer comprehensive clinical documentation solutions in the mid-revenue cycle in support of Enjoin's mission for better patient outcomes and physician alignment.

Our goal is to help organizations fully tell their patients' stories through complete and accurate documentation and coding that reflects the risk, severity, and complexity of the patient population, as well as the quality of care the organization provides. The combination of our advisory services and workforce talent helps clients optimize mid-revenue cycle performance as well as address staff shortages.

WORKFORCE →

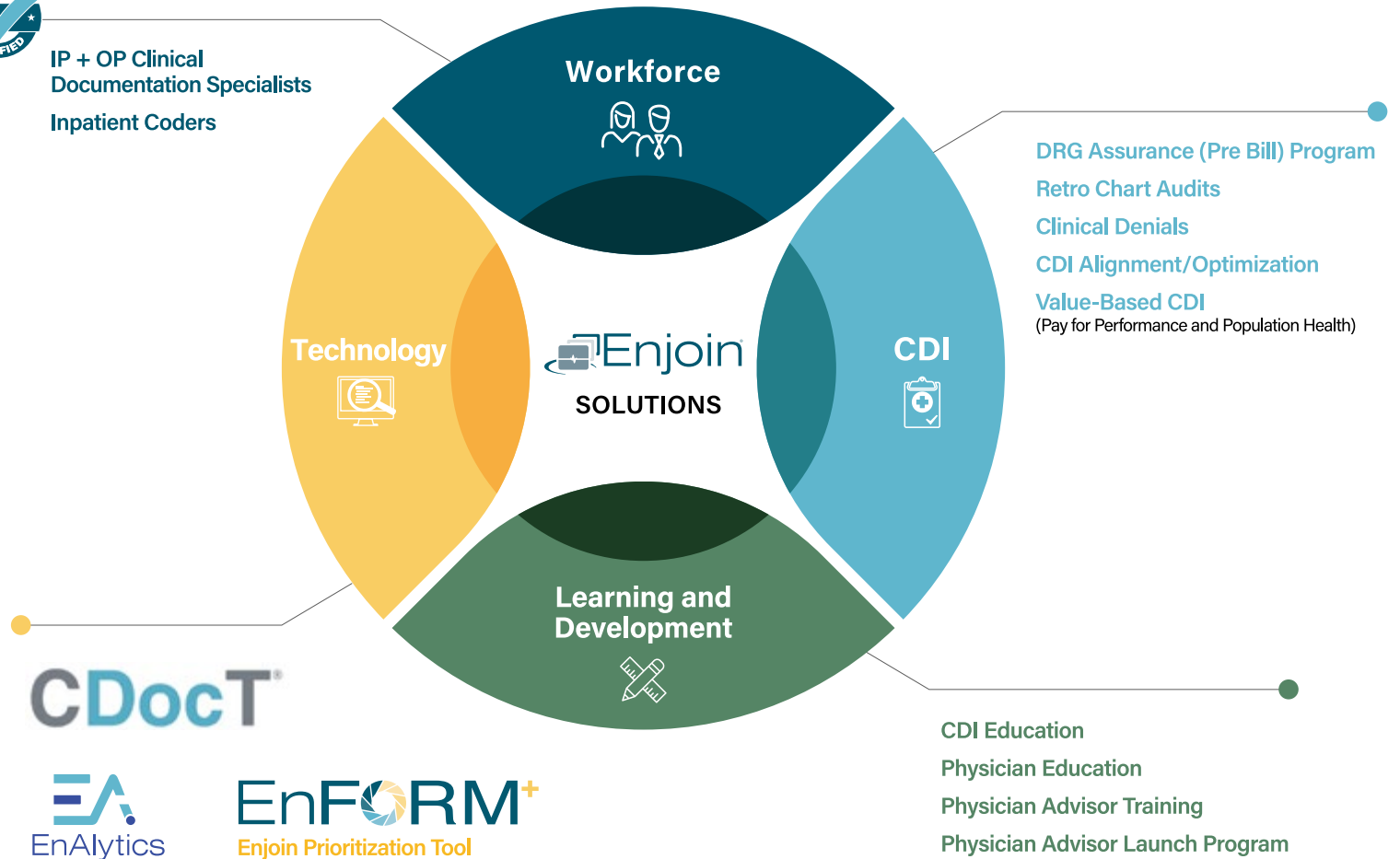
CLINICAL DOCUMENTATION INTEGRITY →

LEARNING & DEVELOPMENT →

TECHNOLOGY →



IP + OP Clinical Documentation Specialists  
Inpatient Coders





# Workforce Solutions

With an emphasis on people and process combined with Enjoin's well known and trusted brand, our workforce talent sets the bar for staff augmentation.

In addition, with a focus on compliance and education rooted in evidence-based clinical practice guidance as well as knowledge of an adherence to all Coding/CDI guidelines, we are confident in our people to drive data integrity and tangible outcomes.

Whether full outsource or supplemental staff support, our promise includes:

- Pre-employment knowledge assessments to certify experienced professionals
- Extensive onboarding to ensure skillsets match your unique needs
- Regular quality assurance and collaboration with board-certified physicians to ensure data integrity, operational efficiency, and compliance
- Advanced education to support professional growth and learning experiences for our team
- Dedicated management oversight to support high value outcomes and integration of highly skilled professionals into your team

Enjoin remote staffing support:

## Inpatient Coders

## Clinical Documentation Specialists

- Inpatient CDS
- Outpatient CDS



CLINICAL DOCUMENTATION INTEGRITY →

# Clinical Documentation Integrity (CDI)

## DRG Assurance Program

More than an audit, Enjoin's DRG Assurance Program (Pre-bill Review) is designed to enhance financial and clinical accuracy and helps your organization thrive in an ever-changing healthcare environment. Our clinical coding analysts work directly with our board certified physicians who are also credentialed documentation and coding specialists with years of clinical practice experience. The highly experienced team providing these reviews possess advanced clinical acumen and clinical coding expertise to accurately perform the reviews and provide recommendations that integrate evidence-based clinical medicine with coding rules and guidelines.

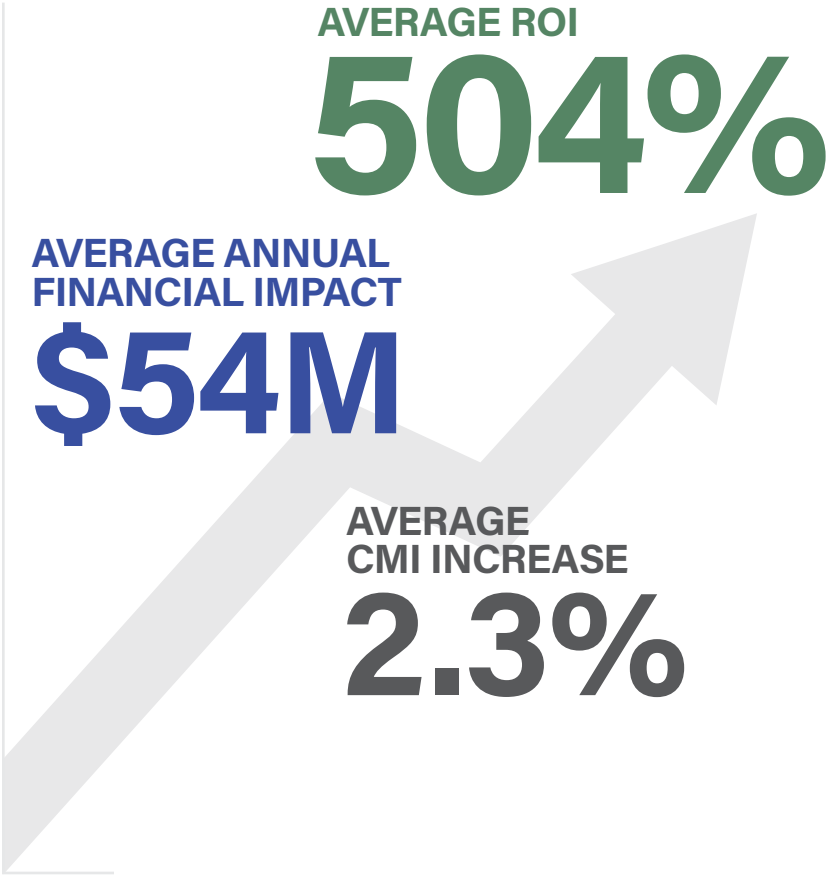
## Initial Assessment

An initial assessment provides insight into where your facility currently is—and where it needs to be. A customized documentation improvement strategy is built and then reinforced by daily reviews, monitoring, education, and refinement of CDI programs. Extensive performance tracking for each DRG ensures attention is directed to the areas with the greatest opportunity.

With a focus coding accuracy to drive revenue integrity and mitigate financial risk benefits include:

- Physician-led team integrating evidence-based medicine with coding rules and guidelines
- Advanced clinical acumen and clinical coding expertise
- Customized focus list for high value and high impact
- Educational resources to support knowledge transfer and CDI program advancement
- Performance data and predictive analytics with interactive, immersive dashboards for targeted education to facilitate knowledge transfer and performance metrics

RETROSPECTIVE CHART REVIEW →



# Clinical Documentation Integrity (CDI)

## Retrospective Chart Review

Post bill retrospective audits will provide coding and documentation opportunities, assess cohort accuracy and capture of risk adjustment variables, coder/CDS educational needs, and any compliance opportunities. Enjoin works with key stakeholders to define audit scope to match the interests and priorities of the organization. Audit scope could include all the following: MSDRG, APRDRG, SOI/ROM, Quality Cohort Validation, Quality Risk Adjustments, etc. utilizing ongoing data analysis.

Various topics of interest to drive audit scope related to coding and documentation issues may include:

- Clinical and coding accuracy as it relates to ICD 10 CM and PCS code assignment
- CMS quality cohort accuracy validation
- Quality and efficiency of your physician query process
- Documentation issues of the medical staff
- Identify opportunities for additional education
- Assessment of CDI team interaction through the chart reviews

[CLINICAL DENIALS - DRG-SECURE →](#)



“ *I love the commitment to excellence! Each audit provides clear & concise identified opportunities for our teams to grow & improve.*

—CDI Manager, North Carolina”

# Clinical Documentation Integrity (CDI)

## Clinical Denials - DRG Secure

Through our DRG Secure program, Enjoin analyzes coding and clinical validation denials to determine proper DRG assignment from clinical documentation within the medical record. After review, Enjoin will organize, coordinate, and formulate a letter of clinical legal appeal utilizing the Official ICD-10-CM/PCS Guidelines, coding rules, Coding Clinic directives, evidence-based clinical references as well as applicable legal statutes and payor policies and procedures. We provide denial support and appeals through the entire appeal process.

Appeal letters include evidenced based literature and authoritative coding guidelines that are crafted by a team of denial analysts and physician's with over 200 years of collective clinical expertise and over 30 years of coding experience.

Given our experience with risk mitigation and denial defense, including Administrative Law Judge (ALJ) testimony, with our Pre-bill Review program, Enjoin understands the timeliness needed, therefore, expedites documentation reviews to align with payor timelines to ensure success with appeals. Our skilled coding and physician experts work closely with your organization to advocate for a successful appeal.

[CDI ALIGNMENT / OPTIMIZATION →](#)

## Proactive and preventative

DENIAL RATE  
LESS THAN  
**1%**

**\$35M**  
REVENUE  
PROTECTION

**\$3.4M**  
RECOVERED PER CASE APPEALED



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# Clinical Documentation Integrity (CDI)

## CDI Alignment / Optimization

With fluctuations in admission volumes/types, increase in denials, and a constant state of adaptation to our healthcare landscape today, healthcare organizations must reimagine the role of CDI. Shifts in payor mix, changes in payor contracts, and adoption of new reimbursement models require a strategic CDI focus that promotes sustainability in the current healthcare market allowing for the investment in value based care. This is accomplished through our CDI Align solution.

Accurate revenue recovery efforts are critical and requires optimal alignment of resources with high impacting payors and patient groups therefore the following are included in CDI Align:

- Data Analysis
- Prioritization Analysis
- CDI Software Optimization Analysis
- CDI Program Efficiency Analysis

[VALUE-BASED CDI: Quality Measure Training →](#)

Strategic CDI makes financial sense because it:

**Enables organizations to do more with less to maintain or increase ROI.**

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**Directly supports financial gains when operating margins are low.**

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**Provides the agility to pivot as priorities change.**

# Clinical Documentation Integrity (CDI)

## Value-based CDI

### QUALITY MEASURE TRAINING

With the continued expansion of pay for performance, advanced quality measure training and program initiation is offered. The scope of training includes a comprehensive list of claims-based quality measures linked to value based payments. The scope of measures and/or cohorts can be tailored based on the findings from the Hospital Specific Report analysis.

The training defines key conditions across claim based quality measures that have direct impact on inclusions, exclusions, and risk adjustment. The curriculum is provided through a proprietary web-based resource CDocT® and is structured to provide didactic training, hands on application of learned concepts using case studies, and structured breakout sessions.

Two approaches are offered to enhance your quality measures:

- **Quality Measure Record Review (QMR)**  
Includes a post-bill focused chart audit for cohort accuracy and the top 5 risk adjusters. Serves as the foundation for quality measure training.
- **Quality Measure Training (QMT)**  
The curriculum is structured to familiarize participants with value-based quality initiatives, insights into how clinical documentation and reported codes impact measure performance along with discussion of common CDI vulnerabilities and train the trainer tools. Structured breakouts and a detailed workplan are provided to oversee and monitor identified CDI Program evolution requirements

[VALUE-BASED CDI: Population Health CDI →](#)

Combining a train-the-trainer approach for quality measure performance with their extensive internal efforts UNC Health experienced a

**5%** REDUCTION IN RISK-ADJUSTED MORTALITY INDEX WITH A

**44%** INCREASE IN EXPECTED MORTALITY RATE

**52%** REDUCTION IN OVERALL QUALITY PENALTIES OVER 3 FISCAL YEARS.

# Clinical Documentation Integrity (CDI)

## Value-based CDI

**POPULATION HEALTH CDI™** is a collaborative methodology and approach to improving patient health by accurately translating clinical care through documentation and coding for the continued advancement of evidence-based care coordination, appropriate resource utilization, and improved patient outcomes. This collaborative effort is central to early intervention and prevention by accurately capturing HCCs to best support and understand your population and therefore, allocating the correct budget for the needs of the population. Enjoin's program is designed to ensure accurate diagnosis code assignment, optimal risk scores, and quality patient care outcomes to help organizations accurately depict the morbidity of the patient thus helping ensure your organization's ability to accurately budget.

Elements of an initial scope include comprehensive data analysis, targeted chart selection and review, operational assessment, education, and executive level report.

### Some Enjoin key differentiators include:

- Aggregating the appropriate "mosaic" of data to ensure there is a comprehensive understanding of the risk adjustment methodologies and calculations toward KPIs and budget (e.g. benchmarks) your organization has contracted into
- Physician developed and led education and training
- Data-driven insights into vulnerabilities and gaps to performance attainment

### Other Enjoin services include:

- Pre-visit Planning (PVP) Services
- PVP Staffing
- HCC/Risk Adjustment Training seminar
- Proprietary web-based tool (CDocT®) available and utilized for risk adjustment methodology
- CDI Program Implementation

## Risk Adjustment Reviews

**53%**  
AVERAGE  
OPPORTUNITY  
FOR HCC  
IMPROVEMENT

AVERAGE OF  
**\$1,100**  
GENERATED PER  
BENEFICIARY REVIEWED  
IN RAF SCORE CHANGE

**0.202**

AVERAGE RISK SCORE INCREASE OF  
PATIENTS WITH OPPORTUNITY FOR  
HCC IMPROVEMENT

# Learning and Development

## CDI Education

Enjoin provides onboarding training and education to new and existing CDI staff members. Typically, this is a comprehensive, 3-day intensive classroom training utilizing our proprietary Clinical Documentation Integrity Seminar training materials - CDocT. This seminar can be conducted remotely via webinar over a course of time (i.e., number of days) and duration of sessions (i.e., number of hours) per day, to be agreed upon.

This advanced seminar will provide the knowledge to work with providers to achieve accurate inpatient coding and DRG assignments. It also provides a detailed discussion of the structure of the DRG system and important coding guidelines that must be applied to improve the accuracy of case-mix index of your facility. A thorough review of the most common documentation issues is provided along with in-depth

application of various clinical indicators and sample charts for the attendees to practice the appropriate application of the material presented. Also included is a brief review of clinical/coding concepts that support documentation/coding accuracy and its impact on payment and quality outcomes. Finally, a detailed discussion is provided on the different types of queries and how to construct each type to be compliant with current published guidelines.

PHYSICIAN EDUCATION →



“ *To kick start the program we started with their CDS workshop. This training was comprehensive and provided buried treasure, enabling our team to apply the knowledge immediately into our daily CDI process.*

—Director, HIM, Mississippi

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# Learning and Development

## Physician Education

Enjoin employs a multi-specialty group of physicians with extensive clinical backgrounds to work with your providers. Several levels of education are offered below – with emphasis on how clinical documentation and coding impact patient outcomes, value-based payments/reimbursement, profiling, and the integration of risk-adjusted performance models.

All presentations are conducted by physicians who have extensive experience in clinical practice. Members of our physician team include a multispecialty group of physicians (includes physicians of all the major medical and surgical subspecialties) with extensive clinical careers and who have been trained in ICD-10 with many holding certified coding and clinical documentation credentials.

Their experience includes the following attributes:

- Trained and/or practiced with prestigious clinics, hospitals, and academic institutions
- Board certified in their specialty
- Most are recognized as fellows in their respective specialty colleges
- Involved with graduate medical education
- Served in leadership roles at their facilities or with their respective specialty colleges nationally
- Have multiple publications in medical literature

PHYSICIAN EDUCATION *(continued)* →



OVER  
**7000 HOURS**  
OF PEER-TO-PEER EDUCATION



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# Learning and Development

## Physician Education

Our goal is to provide medical staff education that is specialty and provider specific. Through our years of experience in educating physician, we have seen that the greatest level of engagement by the medical staff is achieved when the following is provided:

- Peer to peer onsite presentations;
- Information that is specific to them; and
- Make the information easy to comprehend and apply.

Enjoin's physician training includes:

- 1-hour departmental specialty-specific medical staff presentations increases level of awareness and impact of documentation and coding on physician profiles and reimbursement
- 4-hour Hospitalist Seminar promotes documentation improvement to hospitalists who have a significant impact on inpatient coding
- 4-6 hour Service Line Leader Seminar promotes liaisons between the documentation team and the respective specialty

“*Dr. Martin is very professional and always provides enthusiastic presentations. It is evident she is very passionate about what she does. She does an excellent job of presenting each topic from the perspective of her own experiences as a provider and tying in examples of those experiences.*”

— Physician Advisor  
University of Iowa Hospital & Clinics

PHYSICIAN ADVISOR PROGRAM →

# Learning and Development

## Physician Advisor Program

A physician advisor (PA) is integral to the success of CDI efforts. As an extension of a CDI program, a strong PA will engage and foster physician involvement. More than just education, our training program is designed specifically to enhance a PA's ability to effect change within his or her organization. This seminar utilizes our company's proprietary training manual which contains information which will serve as valuable reference materials as these individuals fulfill their perspective roles.

During these sessions, the Physician Advisor(s) receive extensive instruction regarding the Prospective Payment System and the techniques of chart abstraction including analysis of medically complex records to assure proper ICD-10-CM code selections and subsequent DRG assignments.

The PA Training program includes:

- 3 days of classroom training performed by a senior physician staff consultant
- Actionable learning through case studies
- Post-training monitoring
- Physician Advisor Round Table Sessions

[PHYSICIAN ADVISOR LAUNCH PROGRAM →](#)

*Enjoin's methodology, support, and expertise toward the development of physicians to advise and support coding and clinical documentation efforts, is, in our opinion, national best practice.*

— Physician Advisor  
ECU Health, North Carolina

*I really enjoy the ability to connect with like-minded physicians who focus on CDE/ coding physician advising. I appreciate the collaborative nature of the relationship.*

— Physician Advisor  
North Carolina

# Technology

## CDocT®

CDocT® (“Clinical Documentation Tool”) is a web-based resource tool that helps clients achieve optimal performance across the care continuum. Its program modules support CDI programs through the enhancement of value-based reimbursement and quality initiatives. Developed by board-certified physicians and CDI experts, CDocT is built on a foundation of data and evidence-based medicine and can be deployed by a train-the-trainer approach. Timely updates ensure that the solution stays current as specifications evolve over time, supporting clients’ investments. Three modules are included and described below.

Organizational training utilizes both educational resources and case studies for hands-on application. Content within each module supports the expansion of CDI through education, synthesis of complex concepts, CDI Tips, and chart review checklist (audit assistance).

### Three distinct modules are included:

- 1) Inpatient
- 2) Quality
- 3) Hierarchical Condition Category (HCC)

CDocT can be purchased as an Enterprise license with a single sign on for all 3 modules or modules can be purchased individually.

### For each module, 2 options are available:

- CDocT (Trainer’s Edition) coupled with professional training (“services”)
- CDocT (Reference Edition) without training

[ENJOIN ANALYTICS →](#)

“*After participating in the onsite quality training provided by Enjoin, followed by the implementation of CDocT®, our team has a better understanding of the importance of appropriately capturing diagnoses related to the PSI initiative. The ease of use with CDocT allows for it to be a tool used regularly by our CDI team. CDocT is easy to use, organized neatly and a great reference for a team with similar goals as ours.*

— CDI Manager, ECU Health

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# Technology



Enjoin's robust data analytics are provided through Microsoft Power BI (PBI). The platform is a business intelligence suite that provides advanced interactive reporting capabilities and presentation of data to our clients allowing investigative exploration and deep analysis. Current dashboards include DRG Assurance, Executive, Physician and Pop Health CDI.



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# Patient Centered – Physician Aligned.

**Clinical Expertise.**

**High-value Partnerships.**

**Return on Investment.**

With over 35 years' experience and 200 collective years of clinical practice, our physician directed evidence-based approach enables healthcare organizations to tell their patients' stories to support better patient outcomes.

Discover Enjoin's physician directed mid-revenue cycle solutions and experience immediate results and 100% satisfaction.

**1-(844)-ENJOIN1**

**info@enjoincdi.com**

**enjoincdi.com**

## **A+ Rating and 100% Customer Satisfaction**

As indicated in the KLAS First Look Report (2021) based on four performance areas including:

1. Driving tangible results
2. Quality of staff/consultants
3. Strength of partnership
4. Highly recommended