

Banner Health

CUSTOMER PROFILE

Overview: Banner Health, headquartered in Phoenix, Arizona, operates 29 hospitals, including three academic medical centers and other related health entities and services in seven states, and has more than 47,000 employees. It has evolved from a health system of hospitals to a fully integrated system that includes significantly expanded services through Banner Health Network, Banner Medical Group and, in 2015, with Banner – University Medicine.

Most Recent Awards Among Others:

Named a Top Five Large Health System three out of five years by Truven Analytics (formerly Thomson Reuters). Twenty-one of its hospitals are at the highest level of electronic medical records.

Website: www.bannerhealth.com

HIGHLIGHTS

- Through the use of Educode, in addition to other tools, the quality and accuracy of coding has improved and now exceeds standards set by Banner Health.
- Banner Health has nearly 850 active learners using Elsevier eLearning tools. There have been a total of 22,504 total lessons assigned in 209 learning modules.
- Banner Health established an apprentice program to assist newly credentialed coders in obtaining the background and experience required to be hired into many coding positions. Educode has been an instrumental tool in the creation and sustainment of that program.
- By using Educode, Banner Health has been able to provide staff with quality education at no cost to them. This approach to education has resulted in reduced training costs to Banner, in addition to improving attraction and retention of coders.
- Banner Health staff uses EduCode to customize training sessions for coders by assigning specific learning modules customized to meet individual needs.



“EduCode is an essential tool that helps Banner Health train new and experienced coders, helps them get the continuing education credits they need for accreditations, and has improved their accuracy and productivity.”

— Ann Rees, Banner Health Director of Compliance and Education

CHALLENGES

Banner Health was looking to improve its degree of coding accuracy and to provide the best educational tools for its coding staff. It also wanted to prepare staff for the transition to ICD-10 using eLearning resources with an organized and timely process. They needed a solution that would:

- Ensure that experienced coders got the training they needed and accumulate enough continuing education credits to maintain necessary certifications.
- Offer high-quality training to new coders so they learned and became proficient more quickly.
- Help attract new coders and retain existing staff.
- Reduce training costs for Banner Health and its coders by eliminating the need for coders to attend expensive seminars. In addition, they wanted to provide a wide variety of training and more flexible means for coders to receive training, either remotely or in the workplace.
- Offer basic and more advanced education on using ICD-10 CM/PCS, in preparation for coding changes.

SOLUTION

Elsevier offers a comprehensive selection of eLearning tools and resources to support organizations in ICD-9, ICD-10, and beyond. Banner Health used Elsevier products in the following ways to meet their challenges:

- Deployed EduCode, an online training program covering inpatient and outpatient coding topics and coding guidelines, which included complete libraries of ICD-9-CM, ICD-10-CM/PCS, and CPT education by specialty.
- Moved from facility-based coding training to centralized training in order to save costs, improve efficiency, and cross-train coders so that they can work on different tasks for multiple facilities.
- Trained its more than 200 remote staff online using EduCode so that they do not have to travel to a seminar or facility to continue training.
- Created a six-month apprentice program, using EduCode, that employs individuals with a limited coding background and provides them with high-level training to ensure that they become productive, full-time coders.

RESULTS

Since deploying EduCode, Banner Health has:

- Helped newer coders get up-to-speed quickly, while ensuring productivity and accuracy.
- Cross-trained coders to provide flexibility in what staff is able to code, i.e. trained inpatient coders to code outpatient and vice versa. This reduced coding costs by having a common pool of coders who can perform work wherever and whenever it is needed most, rather than working for only one location and on one patient type.
- Attracted new coders and improved retention of existing staff, partly due to the ease and speed of training, but also due to staff obtaining continuing education units (CEUs) without paying for expensive courses and seminars on their own.
- Trained its staff for the transition from ICD-9 to ICD-10, including learning inpatient and outpatient coding topics and coding guidelines. All coders achieved accuracy rates of 90 percent or above.
- Coders can seek knowledge and CEUs at any time, allowing staff the opportunity to stay current in medical coding, billing, auditing, and compliance without disruption to their daily workflow.