330% Boost in AI Coding: Case Study for Ambulatory Surgery Centers

Overview

The case study looks at an ambulatory surgery center that sought to address productivity challenges in its coding department. This challenge was complicated by evolving industry guidelines. The organization partnered with PCH Global to reimagine its coding workflow with advanced AI technology and expert oversight to improve operational efficiency.

Challenge

The center faced key hurdles impacting its core operations, some of which included:

- There was increasing complexity and frequent changes in coding guidelines reduced coder productivity.
- Longer turnaround times and limited scalability were possible due to traditional manual processes.
- Maintaining high accuracy and compliance was difficult within constrained resources.

Solution

PCH Health offered a robust solution which involved a modern, technology-driven coding solution. This included:

- **Gemini's autonomous coding platform:** It assisted coders by providing predicted auto-codes, which accelerated the initial coding process.

- **Generative AI with NLP and ML models:** It also enabled automatic coding based on medical documentation, minimizing manual intervention and reducing human error.

- **Human-in-the-loop (HIL) review:** Auditors continuously evaluated coded charts and provided feedback to refine machine learning models, ensuring high quality and compliance.

Outcomes

The partnership yielded substantial benefits for the ambulatory surgery center:

~50% reduction in coder turnaround time

330% annual increase in AI-driven coding capabilities

Over 65% boost in overall coding capacity

$800,000 in net headcount savings

These results underscore the impact of combining cutting-edge AI and human expertise, enabling the center to achieve greater efficiency, accuracy, and substantial cost reductions in medical coding.