CHARTIS

Clinical documentation integrity

Maximizing compliant reimbursement while improving national rankings and ratings



The response to ever-increasing regulatory scrutiny, margin pressures, and evolving payment methodologies requires a clear focus on all contributors to organizational performance. High-performing clinical documentation integrity (CDI) programs are taking on a more significant role—delivering impactful and sustained outcomes on financial performance, clinical quality, and the patient and provider experience.

Successful CDI programs ensure the accuracy and completeness of medical record documentation; provide compliant and clinically valid records to substantiate code assignment, payments, and quality risk adjustment; and ensure thorough and accurate clinical communication between providers and with patients.

These programs also hold tremendous potential to enable high reliability care and drive performance in rankings and ratings programs. By capturing and reporting quality indicators like mortality, readmissions, patient safety indicators (PSI), and length of stay (LOS), CDI programs enable clinical improvements in care while strengthening performance in payment models and ratings and rankings.

With the right approach and support, your organization can achieve a fully optimized CDI program, leading to improved financial reimbursement and top-tier clinical performance in publicly reported hospital quality, safety, and experience metrics as well as rankings and ratings programs such as Leapfrog, CMS Star, and US News and World Report.

How we can help

We bring extensive experience advising hospitals and health systems on forward-thinking approaches to optimize CDI programs. Our team consists of experienced and credentialed practitioners who have dedicated their careers to serving healthcare organizations and improving business processes and the technology that supports them. This includes physicians, nurses, coding/CDI practitioners, revenue cycle consultants, technology specialists (e.g., Epic, Iodine), and other experts with recognized industry and consulting leadership experience.

We work collaboratively with clients to create the infrastructure required for sustained CDI program success—enabling accurate and timely clinical documentation, improving clinical quality outcomes, and fueling revenue performance.

1 Integrated governance and stakeholder collaboration

2 Right people and standardized processes

\+

3 Optimized technology and tools

4 Actionable metrics and performance management

Connectivity to clinical and operational leaders to enable alignment and accountability

Core functions of high-peforming CDI programs

Coordination and ongoing management to impact and sustain outcomes

- C-Suite
- Providers
- HIM/coding
- Quality
- UM/denials
- Case management

- Comprehensive documentation
- Compliant reimbursement
- Quality risk adjustment
- Appropriate coding
- Optimized CMI & RAF
- Clinical validation
- Provider engagement
- Accurate SOI/ROM

- Metrics/benchmarking
- Scorecards/dashboards
- Audits
- Education
- Integrated software
- Advanced technology

Results you can expect to see

- Improved risk adjustment variable capture for benchmarking and national ratings and rankings
- More precise expected values and improved quality outcomes (e.g., mortality, LOS, PSIs)
- Improved provider engagement and documentation accuracy
- Reduced clinical denials and avoidable write-offs
- Reduced A/R days

Key success factors

High -performing CDI programs are built on core foundational elements that enable strong processes and relationships, leading to impactful and sustained outcomes.

1 **Integrated governance and stakeholder collaboration**
Establish aligned leadership with a shared vision and clear accountability for CDI with seamless collaboration between CDI, Coding, Quality, Case Management, and providers.

2 **Right people and standardized processes**
Attain optimal performance through enhanced CDI staffing ratios and standardized workflows to support efficiency and effectiveness and training programs and audits.

3 **Optimized technology and tools**
Leverage best practice technology and tools to support prioritization, risk-adjustment capture, workflow efficiencies, and performance improvement.

4 **Actionable metrics and performance management systems**
Define key performance indicators and benchmarked targets for productivity, engagement, and program impact and share broadly to sustain performance gains and identify new opportunities.

↗ It is no longer enough to just have dedicated resources performing the traditional CDI function. Organizations must harness their CDI teams to minimize documentation shortfalls that impact clinical and revenue performance.

Our leaders



Aman Sabharwal, MD
Managing Partner & Leader, Clinical Transformation
asabharwal@chartis.com



Jennifer Beloff, RN, APN
Partner, High Reliability Care practice
jbeloff@chartis.com



Prashant Karamchandani
Senior Partner, Financial and Revenue Cycle Transformation
pkaramchandani@chartis.com



LaTonya O'Neal
Partner, Financial and Revenue Cycle Transformation
loneal@chartis.com

The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with over 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With over 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways.

CHARTIS

© 2025 The Chartis Group, LLC. All rights reserved. This content draws on the research and experience of Chartis consultants and other sources. It is for general information purposes only and should not be used as a substitute for consultation with professional advisors.