AI-based, fully integrated, mid-revenue cycle platform reduces costs by $130,000

**CASE STUDY**

Cayuga Medical Center (CMC)
Ithaca, New York.

Founded more than a century ago as a 15-bed hospital, CMC has evolved into a 212-bed operation that employs more than 1,500 healthcare professionals. The not-for-profit medical center provides state-of-the-art diagnostic and acute-care services to the more than 150,000 area residents of Tompkins, Cortland, Seneca, and Tioga counties in New York.

To improve workflows, reduce costs, and increase efficiency, CMC sought a simple CDI software solution that could help prioritize tasks and deliver seamless interoperability with their Meditech EHR and 3M encoder.

**CHALLENGES**

- Multiple disparate systems with no single source of information
- Minimal visibility into ongoing financial and operational metrics
- CDI team lacked intelligent worklist prioritization, resulting in multiple manual query-generating and tracking processes
Outcomes

- $130k cost savings
- 100% successful Meditech integration
- 99.99% uptime, easy to scale and integrate

Building a Scalable and Collaborative Cloud-Based Infrastructure

AGS redefined the CDI workflow at CMC by automating manual processes using the computer-assisted CDI capabilities of the AGS AI Platform. The cloud-based platform integrated seamlessly with CMC’s existing systems. The implementation process required minimal support from the organization's IT resources and followed a tested and trusted process, which involved data assimilation, evaluation, design deployment, deployment, transition, and operations handover.

$130k in Savings

Using highly secured, AWS cloud servers reduced implementation costs and saved CMC more than $130,000.

Reduced Implementation Time

Integrations with disparate systems translated to a single interface for HIM and CDI teams.

Highly Scalable with ZERO Downtime

An easy to scale, cloud-based architecture meant 99.99% uptime while supporting integration with future technologies.

““The application has so many features that will benefit our CDI program. Working with the AGS Health implementation team was a great experience, and the team continues to make the necessary updates to make the application work for our hospital.”

MIRANDA SIGNOR, CLINICAL DOCUMENTATION SPECIALIST, CMC