

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

CASE STUDY

Cayuga Medical Center (CMC) Ithaca, New York.

212-bed acute care hospital

Serves the regional community of Ithaca, NY

Uses Meditech EHR and 3M encoder

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



\$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.

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.



“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