



Claro Healthcare Comprehensive CDI 2022

Enhancing CDI Processes across the Continuum of Care

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Why This First Look?

Healthcare organizations' ability to record accurate and complete clinical information is critical to improving patient outcomes, data quality, and claims reimbursement. With their comprehensive CDI services, Claro Healthcare aims to help organizations enhance and expand CDI programs across inpatient, outpatient, and professional fee settings, thus allowing organizations to achieve better quality of care and accurate reimbursements. This report examines the experience and satisfaction of Claro Healthcare's clients.

What Does Claro Healthcare Do?

(A Client Explains)

"Claro Healthcare is our subject matter expert and partner in developing and improving our program for clinical documentation integrity for our healthcare services. The firm does a monthly review of the program with us regarding processes and key performance measures, including education services for frontline staff." —VP/Executive

Bottom Line

Most client respondents are highly satisfied with Claro Healthcare's services, and 100% would buy the services again. Respondents say Claro Healthcare partners well with organizations to improve documentation quality and increase revenue generation, and they value Claro Healthcare's strong expertise and robust education program. Some note that the effectiveness of the offerings can vary depending on the consultant.

Key Competitors (as reported by Claro Healthcare) CDI services and technology firms

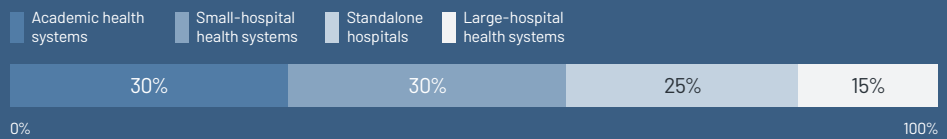
Number of Clients Interviewed by KLAS

22 individuals from 20 unique organizations (out of 36 unique organizations provided to KLAS)

Top Reasons Selected

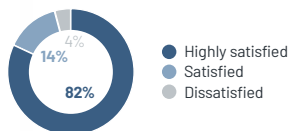
CDI expertise, clear and thorough sales process, previous experience with the firm, referred to firm by a peer

Survey Respondents—by Organization Type (n=20)

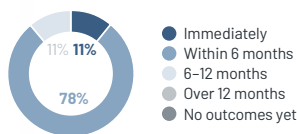


Claro Healthcare Comprehensive CDI Client Experience: An Initial Look

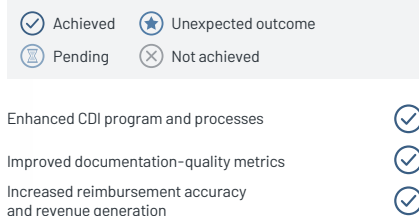
Overall Client Satisfaction (n=22)



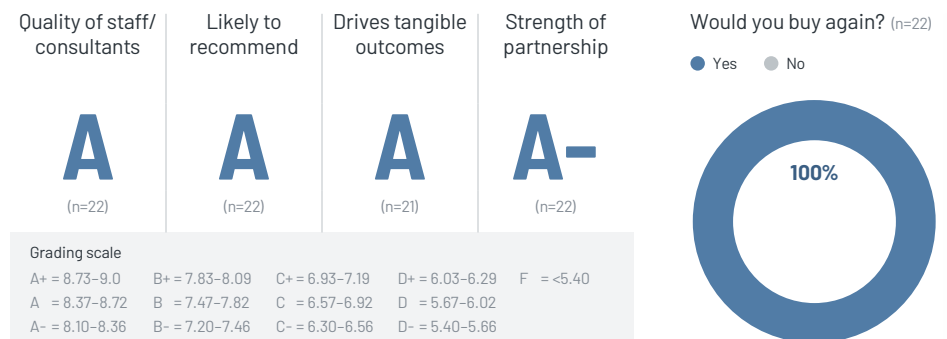
Time to See Outcomes (n=9)



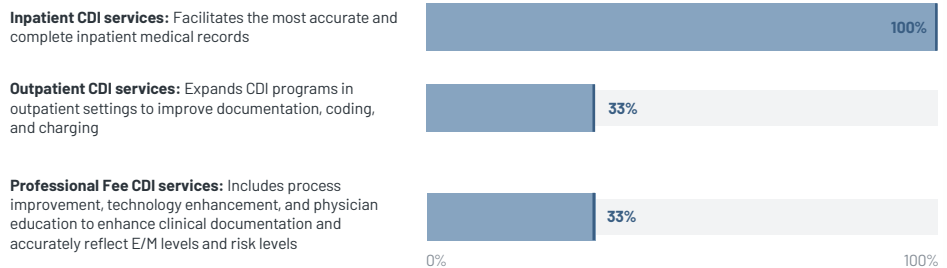
Outcomes Expected by Clients



Key Performance Indicators (1-9 scale)



Adoption of Key Services (Percentage of interviewed organizations using services (n=9))



Strengths

Strong ability to improve documentation quality and financial metrics



"Claro Healthcare did a comprehensive assessment for us and said they could deliver a certain amount of money for us. We have greatly exceeded that amount with ongoing improvement. Everybody that I have referred to Claro Healthcare says the same thing. It is all legal; nobody is upcoding or anything." –CFO

Deep client partnership and high CDI expertise

"We already had a seasoned program, and Claro Healthcare is taking us to the next level. . . . I would tell a peer that we have a partnership versus a consultant who walks in, tells us everything we need to do, and then walks out and leaves us there to figure everything out. Claro Healthcare is with us every step of the way. They are also subject matter experts, so we can rely on what we are getting back from their CDI person, their coder, and all their people." –Director

Robust education program

"With coding and CDI, a lot of people think that they know everything because they have been doing things in-house forever, but Claro Healthcare will come in and teach an old dog new tricks. Claro Healthcare has been able to educate people and open their eyes to things. Claro Healthcare's analytics are able to pinpoint areas of opportunity in a really smart way." –VP/executive

Opportunities

Effectiveness of offerings can vary depending on the consultant



"The only area I can think of for Claro Healthcare to improve is to have the people who do physician education be more dynamic in their presentations to keep the physicians engaged. The presenters are very knowledgeable, so there is no issue there, but I have had experience with one or two presentations that have been very monotone, and I have seen physicians in the meeting doze off." –Director

Cost can limit the use of services

"The firm's fees are high. I think they know that they do a good job, and they charge accordingly. However, I don't know how long their charges will be sustainable for them. I will say that along with the high costs, there came a lot of experts." –VP/executive

KLAS' Points to Ponder

The Positives: Claro Healthcare's offering is a complete solution that assesses, implements, and continually supports clients' CDI programs, driving higher levels of defensible revenues. The services can be applied to inpatient, outpatient, and professional service environments. Claro Healthcare also offers a collection of applications with workflow management tools, analytics, educational content, dashboards, and an integrated encoder. Clients say Claro Healthcare meets expectations, offers a high level of support, and provides an achievable ROI.

Organizations should consider the following:

The Service's Long-Term Viability in Healthcare

Healthcare organizations are continually challenged to accurately document their patient care services to achieve expected reimbursements. This environment is dynamic and changes frequently. The COVID-19 pandemic created new documentation requirements not only for COVID-related treatments but also for telemedicine and remote patient monitoring services. CDI services help organizations keep up with ever-changing coding rules and supplement staff shortages among professional coders. Claro Healthcare's experience and CDI solutions will help them see continued success in the CDI market.

Impacts and Trade-Offs of the Underlying Technology

CDR², a software component of Comprehensive CDI, is based on Microsoft architecture components. This architecture will support continued growth and stability for Claro Healthcare and their client base. CDR² is well designed to support Claro Healthcare's CDI services; it offers tailorable workflows, analytics and dashboards, and evaluations of comorbidities and medications that

support improved CDI for complex cases. Adding a machine-learning (ML) component could help CDR² create algorithms for assessing principal diagnoses, comorbidities, medications, quality indicators, and modalities of care that eventually support value-based care.

CDI for Value-Based Care

Transitioning from fee-for-service to value-based care (VBC) will require new CDI capabilities. Under VBC, coders will be required to determine whether patient conditions are being monitored, evaluated, assessed, and treated across multiple care modalities. New coding requirements will continually expand to support acute care at home and higher levels of homecare (including telehealth and remote patient monitoring). AI/ML will emerge to help improve the management of VBC processes and ensure optimum patient outcomes and care cost reductions come to fruition. Claro Healthcare is well positioned for this transition.



Mike Davis

HCIT market research and analysis expert with 40+ years of experience

CDI Education

CDI requires a continual education process supported by multiple delivery methodologies. On-site and at-the-elbow training for clinical documentation specialists (CDSs), coders, and physicians will drive expected results. CDI education should also be supported with virtual services, including webinars, online education programs, and emailed newsletters. Changes to clinical coding and quality reporting will happen more frequently as the healthcare industry transitions to VBC and incorporates more digital services into patient treatments. Ultimately, CDI education should effectively transfer knowledge to CDSs, coders, and physicians.

Claro Healthcare: Company Profile at a Glance

Founders

Venanzio Arquilla, Tim Marshall, Bart Richards, and David Sheahin

Year founded

2017

Headquarters

Chicago, IL

Number of clients

70 total clients who currently use services or have used services in last 18 months

Average project scope

Assessment (2–3 months), implementations and support (15–18 months), ongoing support offered at the client's request

Funding history

Self-funded

Market

National

Number of employees

170

Employee turnover (last 3 years)

10%–12%, including voluntary and involuntary turnover

Revenue model

Fixed fees based on project phase—i.e., assessment (paid after completion), implementation and support (paid over 12-month period), ongoing support

Target clients

Health systems and hospitals with net revenues of \$750M–\$7B



Healthcare Executive Interview

Venanzio Arquilla,
Co-Founder & Managing Director

Why was Claro Healthcare started?

The roots of our Comprehensive CDI originate with our inpatient offering going back to the early 1990s. Our inpatient offering has continued to evolve over the past 25 years not only to address reimbursement objectives but also to use a clinically based approach that helps clients improve quality scores and compliance. We developed a CDI solution that addresses documentation, coding, and charge capture for outpatient facilities' services. In addition, we have a professional fee CDI solution that helps health systems capture opportunities with both fee-for-service and risk-based contracts. Regardless of the site of care in the health system, we can help our clients with documentation, coding, and charging so that they get credit for the acuity of their patients and realize accurate reimbursement and quality scores. Our approach is holistic and focuses on people, process, and technology.

How would your clients describe Claro Healthcare?

Claro Healthcare's Comprehensive CDI offering is composed of three proven offerings that address and capture documentation opportunities in the inpatient, outpatient, and professional fee areas of a health system. Even though the coding and billing rules differ for each area, Claro Healthcare effectively helps clients capture the reimbursement and quality score opportunities, as applicable. Our team is composed of a unique mix of clinical, financial, process, and technology professionals, and with our premium services and technology, we help clients identify and capture opportunities and realize and sustain benefits over a multiyear period.

What is Claro Healthcare's biggest differentiator?

Our Comprehensive CDI offering utilizes an approach that addresses people, process, and technology, and our clinically focused approach with technology delivers the highest, most sustainable impacts. Our deep clinical insight teaches our clients to capture the benefits related to the most advanced CDI concepts.

Solution Technical Specifications (provided by Claro Healthcare)

Cloud environment

Microsoft Azure

Development platform

Visual Studio, Angular, .NET Framework, C#

Database environment

SQL Managed Instance in Azure

Mobile application environment

Mobile web services

Security platform

HIPAA security standard, SOC 2

Confidentiality

BAAs, HIPAA, license agreements

Data encryption

AES-256 (at rest and in transit)

Integration approach

HL7 v2.3, Flat File

HITRUST certification

No

AI

Not yet

Report Information

Claro Healthcare's Performance Overview

All standard services performance indicators

Loyalty	
Would you buy again (percent that say yes)	(n=22) 100%
Overall satisfaction (1-9 scale)	(n=22) A
Likely to recommend (1-9 scale)	(n=22) A

Operations	
Engagement execution (1-9 scale)	(n=22) A

Relationship	
Executive involvement (1-9 scale)	(n=22) A
Strength of partnership (1-9 scale)	(n=22) A-

Services	
Quality of implementation staff (1-9 scale)	(n=22) A
Strategic expertise (1-9 scale)	(n=21) A-

Value	
Money's worth (1-9 scale)	(n=22) A-
Avoids nickel-and-diming (percent that say yes)	(n=22) 95%
Drives tangible outcomes (1-9 scale)	(n=21) A
Exceeds expectations (percent that say yes)	(n=22) 91%

Grading scale				
A+ = 8.73-9.0	B+ = 7.83-8.09	C+ = 6.93-7.19	D+ = 6.03-6.29	F = <5.40
A = 8.37-8.72	B = 7.47-7.82	C = 6.57-6.92	D = 5.67-6.02	
A- = 8.10-8.36	B- = 7.20-7.46	C- = 6.30-6.56	D- = 5.40-5.66	



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Improving the world's healthcare through collaboration, insights, and transparency.

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KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.

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For more information about KLAS, please visit our website:
www.KLASresearch.com

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