

Beyond HCC Alerts: How CHRISTUS Health Achieved Adoption and Accuracy

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Director of Risk Adjustment Operations,
CHRISTUS Health

Timothy Barker, MD

System Medical Director &
CMIO Ambulatory Care,
CHRISTUS Health

Jake Aleckson

Senior Director Product Management,
Premier

Today's Speakers



Jeannine Bumford

Director of Risk Adjustment Operations,
CHRISTUS Health



Jeannine Bumford, Director of Risk Adjustment Operations at CHRISTUS Health, oversees the department to ensure accurate calculation and reporting of risk scores for value-based care contracts. Her expertise includes coding, compliance, auditing, and provider education. Jeannine is recognized for enhancing program integrity, increasing provider engagement, and leading innovative coding initiatives.



Today's Speakers



Timmothy Barker, MD

System Medical Director CMIO
Ambulatory Care, CHRISTUS Health



Dr. Timothy Barker is a board-certified Family Medicine physician and Clinical Informaticist serving as System Medical Director and CMIO for Ambulatory Informatics at CHRISTUS Health. With a career spanning clinical practice, academic leadership, and health IT innovation, he has led Epic implementations since 1997 and currently drives optimization, onboarding, and governance initiatives.



Today's Speakers



Jake Aleckson

Director of Risk Adjustment Operations,
Premier Inc.



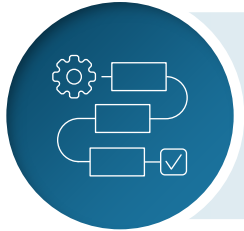
Jake is the Senior Director of Product Management at Premier Inc., where he leads strategy and innovation to advance solutions that improve clinical, financial and operational performance across healthcare organizations. With more than 15 years of experience spanning product management, consulting and health IT, he has built a career at the intersection of technology and care delivery.



Today's Learning Objectives



Explore CHRISTUS Health's challenges with HCC risk adjustment, workflows and the V28 model transition



See how CHRISTUS Health streamlined end-to-end HCC workflows to enhance documentation accuracy and performance



Hear how Premier's Stanson Health and other tools improved provider adoption, documentation and workflow efficiency



Review CHRISTUS Health's lessons learned and best practices to strengthen compliance and provider engagement



Who is CHRISTUS Health?



CHRISTUS Health is a Catholic not-for-profit health care system with 600+ centers, including long-term care facilities, community hospitals, walk-in clinics, and health ministries

50,000

associates with
15,000+ physicians

4 COUNTRIES

with **CHRISTUS Health facilities**
(United States, Colombia, Chile and Mexico)



CHRISTUS Health Performance Highlights



65,000

Annual average ACO lives served across 4 different states



97.12

Overall Quality Payment Program final score



#19

Out of all 476 ACOs, 19th highest earned savings from CMS for Performance Year 2024

\$275,147,268
in total savings
for CMS*

\$135,567,590
in Shared Savings
payments earned
from CMS**



* CHRISTUS Health ACO 2017

** Savings numbers are totals from start of CHRISTUS Health ACO

End-to-End HCC Solutions for Smarter Risk Adjustment



 CODINGCARE

 CODINGGUIDE

 CODINGCARE



Efficient Pre-Visit Prep



AI-assisted pre-visit
CMS-HCC conditions review



Direct push of actionable
guidance to providers



Streamlined Provider Workflow



"Always On" opportunity checklist



Automatic suggestions &
Safety Net



Post-Visit HCC Efficiencies



AI-driven HCC Code Compliance
Review



Code Addition Opportunities

Premier's Stanson Health cloud-based HCC product line increases the value of the current offering with a full recapture and inference CDS, AI capabilities and in-EHR tools for teams that support providers (nurses, coders)



Picking the Right Apples

People Support

Coders
Provider Educators
Analysts
Program Managers

Coding Focus

Prospective
Concurrent
Retrospective

Provider Support

Prospective
Community/Employed
Incentives
Scorecard

Coding Support

AI
Coding Platform



The Redesign

ALL Retrospective Coding:

- No Provider Education
- No Provider Partnerships
- No Collaboration between Risk Adjustment / Ministries

Independent PCPs – Paper Risk Gaps / No Suspects

No Claims Reconciliation & DX – driven rebills

Minimal Analytics

Focus on:

- Provider Education Program
- Build Concurrent Coding Platforms (Vendor)
- EHR Internal Capabilities
- Breaking Down Silos

Risk Gaps + Suspects:
EHR Integrated | Provider Portal

Submissions Reconciliation –
Novitas & Mismatch

Holistic Education & Collaborations
with Physician Champions

Robust Analytics / Performance
Scorecards



CDS for Risk Adjustment Coding – STEP 1



HCC Refresh Alert

- Visible, non-interruptive
- Incentive to address alert – not to add diagnoses
- Diagnoses Included
 - Historical Diagnoses
 - External Diagnoses – claims, HIE



CDS for Risk Adjustment Coding – STEP 2



HCC Refresh Alert

- Visible, non-interruptive
- Incentive to address alert – not to add diagnoses
- Diagnoses Included
 - Historical Diagnoses
 - External Diagnoses – claims, HIE
 - + EHR Vendor Rule-Based Suspected Conditions



CDS for Risk Adjustment Coding – STEP 3



HCC Refresh Alert

- Visible, non-interruptive
- Incentive to address alert – not to add diagnoses
- Diagnoses Included
 - Historical Diagnoses
 - External Diagnoses – claims, HIE
 - ~~+ EHR Vendor Rule-Based Suspected Conditions~~



CDS for Risk Adjustment Coding – STEP 4



HCC Refresh Alert

- Visible, non-interruptive
- Incentive to address alert – not to add diagnoses
- Diagnoses Included
 - Historical Diagnoses
 - External Diagnoses – claims, HIE
 - ~~+ EHR Vendor Rule-Based Suspected Conditions~~
 - Prospective Coder Review – Suspected Conditions

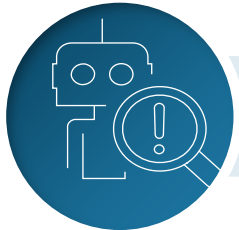


CDS for Risk Adjustment Coding – STEP 5



HCC Refresh Alert

- Visible, non-interruptive
- Incentive to address alert – not to add diagnoses
- Diagnoses Included
 - Historical Diagnoses
 - External Diagnoses – claims, HIE
 - ~~+ EHR Vendor Rule-Based Suspected Conditions~~
 - Prospective Coder Review – Suspected Conditions



AI-Generated Suspected Conditions Alert Powered by Premier's Stanson Health

- Interruptive, triggered by signing orders
- MUCH higher specificity than rule-based suspected conditions
- 50% follow rate



SILENT CodingGuide Volumes at CHRISTUS | January – March 2025

Top 20 by Volume

TOTAL

53 Guidelines

4,946 Alerts

728 Providers

**Avg. 3.2 Alerts
per Provider/ per Month**

Guideline Name	Jan-March Volume
HCC Obesity V28	2,230
HCC Diabetes V28	808
HCC COPD/Emphysema/Chronic Bronchitis V28	350
HCC CKD/ESRD/Dialysis Status V28	211
HCC Chronic Respiratory Failure V28	165
HCC Atrial Fibrillation or Flutter V28	134
HCC Fibrosis of Lung and Other Chronic Lung Disorders V28	119
HCC Heart Failure/Cardiomyopathy V28	97
HCC Depression V28	94
HCC Non-Alcoholic Liver Disease V28	68
HCC Amputation Status V28	67
HCC Opioid V28	63
HCC Hemiplegia, Monoplegia V28	37
HCC Embolism or Thrombosis V28	36
HCC Artificial Openings for Feeding or Elimination V28	34
HCC Systemic Lupus Erythematosus and Vasculitis V28	33
HCC Secondary Cancer (Bone and Others) V28	27
HCC Schizophrenia/Personality Disorders/Psychosis/Bipolar Disorder V28	27
HCC Chronic Pancreatitis V28	27
HCC Secondary Cancer (Adrenal, Brain, Kidney, Lung and Digestive Org	25



LIVE CodingGuide Performance at CHRISTUS | June* – September 2025

Top 20 by Volume

TOTAL

49 Guidelines

3,051 Alerts

50% Follow Rate

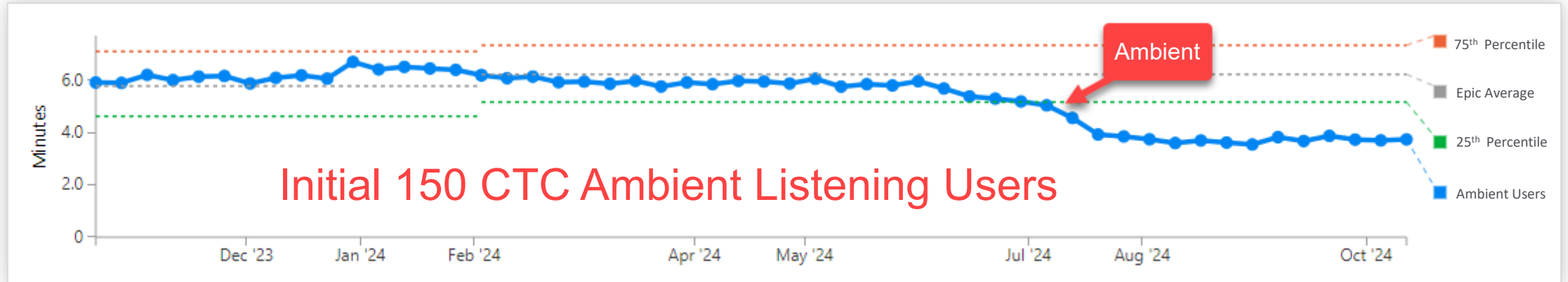
627 Providers
78% with ≥ 1 Follow

Guideline Name	Followed
Obesity	57%
Diabetes	47%
CKD/ESRD/Dialysis Status	35%
Atrial Fibrillation or Flutter	30%
COPD/Emphysema/Chronic Bronchitis	33%
Chronic Respiratory Failure	43%
Depression	61%
Heart Failure/Cardiomyopathy	22%
Non-Alcoholic Liver Disease	20%
Fibrosis of Lung and Other Chronic Lung Disorders	41%
Alcohol Use Disorder	38%
Amputation Status	53%
Hemiplegia, Monoplegia	39%
Ulcer	12%
Schizophrenia/Personality Disorders/Psychosis/Bipolar Disorder	13%
Dementia	29%
Opioid	29%
Secondary Cancer (Adrenal, Brain, Kidney, Lung and Digestive Organs)	29%
Artificial Openings for Feeding or Elimination	23%
Chronic Pancreatitis	46%

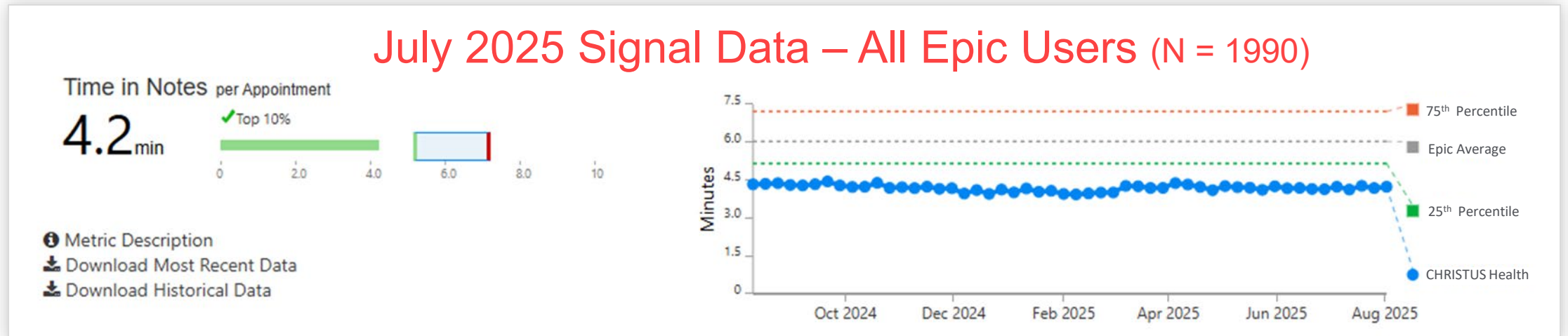


Time in Notes per Appointment – Epic Top 10%

CTC – All Clinicians July 2025 (1.7 Minutes less than Epic Average)



July 2025 Signal Data – All Epic Users (N = 1990)



46% of Encounters Completed Using Ambient Listening – 1308 Licensed Ambient Listening Users



Revalidated & Inferred Diagnosis Suggestions Integrated into Provider Workflow



Agent of Change for Clinical Behavior



Evidence-based clinically validated
in workflow

CDS **CONTENT**



Alert & ordering insights optimizes
CDS logic & tracks responses

CDS **ANALYTICS**



Our experts working closely together with
your team to achieve results

CDS **COMPREHENSIVE APPROACH**



Provider Education: Refresh



Shadow!

Ask the Pain
Points!

“ICD is the
NEW CPT”
Theme

Make it
FUN

Continuity
of Care

Medical
Decision
Making –
“Think in Ink”

Documentation
Examples

Practical Tips
– *Physicians*
are
not **CODERS**



Future Vision: Expanding Impact Across Documentation Specialists & Providers



What are CHRISTUS Health's next priorities for advancing clinical integrity across the enterprise?



How is the organization leveraging data to strengthen risk adjustment accuracy and overall coding performance?



How are you aligning clinical teams, documentation specialists, and coders around a shared vision for integrity and accuracy?



What role do technology and analytics play in driving continuous improvement in your documentation specialists and coding programs?



QUESTIONS?

