



HIM 520 Module Five Case Study Guidelines and Rubric

Overview: In this case study, you will analyze the need to improve performance of an academic medical center.

Case Study: A three-hospital academic medical center achieved strong operating margins for many years but, as with many strong health systems, was concerned about the impact of healthcare reform on future performance. The organization’s internal-gap analysis identified the need to improve performance through reduced costs and/or increased revenue by \$100 million to \$125 million per year over the next five years. The HIM department conducted its own risk analysis of areas that impact revenue. To determine compliance with performance standards, the following areas were reviewed: release of information (ROI), coding, physician query, transcription, document imaging, and chart analysis. While traditional methods of performance improvement (for example, reducing labor and supply costs, improving revenue-cycle operations) were important, you recognize that you need to employ different methods to truly transform the organization.

Prompt: Respond to the case study by addressing the following:

- What are some of the actionable opportunities or improvement strategies? Consider both internal and external forces that may impact HIM. Be sure to justify your response.
- Select one of the HIM areas mentioned and identify the project components and steps to take to improve performance. Be sure to justify your response.
- How do you apply the National Safety and Quality Health Service (NSQHS) standards and principles of risk assessment and quality improvement?

This assignment will help you understand risk assessment and quality improvement in healthcare, which you can incorporate into your final project.

Guidelines for Submission: Your paper should be submitted as a 1- to 2-page Microsoft Word document in APA format with double spacing, 12-point Times New Roman font, and one-inch margins.

Critical Elements	Proficient (100%)	Needs Improvement (70%)	Not Evident (0%)	Value
Opportunities and Strategies	Comprehensively describes and justifies the actionable opportunities or improvement strategies to employ	Describes and justifies the actionable opportunities or improvement strategies to employ but with gaps in detail or clarity	Does not describe or justify the actionable opportunities or improvement strategies	28
Project Components	Comprehensively explains and justifies the project components and the steps to take to improve performance	Explains and justifies the project components and the steps to take to improve performance but with gaps in detail, clarity, or accuracy	Does not explain and justify the project components and the steps to take to improve performance	28
NSQHS Standards and Principles	Specifically applies the NSQHS standards and principles of risk assessment and quality improvement	Applies the NSQHS standards and principles of risk assessment and quality improvement but has gaps in application and understanding	Does not apply the NSQHS standards and principles of risk assessment and quality improvement	28
Writing / Mechanics	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has some major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	16
Total				100%