

Case Study 02

Medical Chart Audit for Documentation & Coding Compliance

Client Background

A hospital client engaged an independent audit to identify documentation and coding deficiencies aligned with payer guidelines across OP, ER, and IP services.

Problem Statement

Inconsistent clinician documentation and coding accuracy were leading to potential revenue leakage and compliance risk under payer regulations.

Scope & Methodology

- 3,500 OP, ER, and IP charts audited
- Audit based on payer guidelines
- Focus on clinician documentation and coding quality
- Errors categorized as Major, Moderate, and Minor
- Root Cause Analysis using 5W1H methodology
- Audit executed using T-Auditor (Tall's proprietary tool)

Key Findings

- Estimated annual revenue loss of USD 3.79M from OP charts
- Estimated annual revenue loss of USD 6.88M from ER charts
- Provider-wise and department-wise variation in documentation quality identified

Solutions Implemented

- Detailed analytical reports submitted to hospital leadership
- Targeted training for physicians and in-house coders on payer-specific guidelines

Outcome

The engagement enabled improved documentation practices, strengthened coding compliance, reduced revenue leakage, and enhanced audit readiness.