



Client Success Story Coder Cross-Training and Assessment



Success Story

Coder Cross-Training and Assessment



Challenge

A large university healthcare system with multiple locations and nearly 300 providers approached AQuity Solutions to provide training and assessment for specific coding staff. Due to technological advances in computer assisted coding there was a need advance a coder's knowledge from simple visit to outpatient surgeries.

Selected staff was transitioned to ambulatory surgery coding which required extensive training, in a limited timeframe. The client had concerns as they had staffing constraints and no IT support for the endeavor.

Approach

AQuity partnered with the client by leveraging its proprietary technology in AQuity Academy™, an online, user-friendly platform developed to ensure the proper training, education, and management of internal and external coding staff. AQuity Academy™ is a robust platform designed to support the comprehensive management of coders and coding teams, allowing managers to quickly implement training based on workload, department, and coder capacity.

The system can also be configured to efficiently target individual coders for skill-level testing for candidates or new hires, making it the ideal solution for the client.

User friendly and easy to navigate, the platform allows coders to upgrade skills through hands-on experience of ICD-10-CM, ICD-10-PCS, and CPT and earn CEU credits with AHIMA and AAPC accredited courses. A custom CPT learning track was quickly configured, and an automated link deployed via email to the coder providing login access to AQuity Academy™ to begin training immediately. Additionally, the system's real-time reporting provided progress reports for the client, showing detail on coder course evaluations and skill level assessments.

Results

AQuity Academy™ provided the client with control over online education tracks to quickly cross-train the coder and provide specialty service line training. The certified training modules also allowed each coder to earn 21 CEU credits remotely and receive Certificates of Completion (AHIMA & AAPC).

In leveraging technology, the AQuity Academy™ platform succeeded in removing the labor-intensive tasks of coder cross-training and assessments in the onboarding process, taking the onus off the client, and achieving desired results in half the expected timeframe.

Utilizing the AQuity Academy™ coder education platform, the client was able to cross-train the coder quickly and has provided the ability to recruit, retain, and provide continuous education for all internal and external coders while also having the ability to address discovered trends and problematic areas for coding.

Key Highlights

300
PROVIDERS

21 CEU
CREDITS EARNED REMOTELY

**AHIMA &
AAPC**
CERTIFICATE OF COMPLETION

PROVIDED
**HANDS-ON
EXPERIENCES**
OF ICD-10-CM
ICD-10-PCS
CPT