ABOUT CUSTOMER

Customer since:
July 2023

Location:
Midland, Texas

Operation Size:
265 Beds

Junum Solution:
MalnutritionCDS

OVERVIEW

A hospital that has not addressed malnutrition likely faces higher infection rates, longer patient stays, and increased mortality, straining resources and reducing financial performance. This case study explores how Midland Memorial Hospital tackled these challenges by successfully implementing Junum's malnutrition tool. Through collaborative efforts across dietitians, physicians, IT, and quality teams, the hospital significantly improved malnutrition identification, enhancing patient outcomes and boosting revenue.

CHALLENGES AROUND MALNUTRITION

Kaitlyn Greb MHA/MBA, RD, LD, Director of Food and Nutrition Services at Midland Memorial Hospital pursued Junum after realizing the existing process had room for improvement. Dietitians used to draft notes and ask providers to co-sign, a complex system that often led to incomplete diagnoses and missed reimbursements. Without system-generated reports, capturing accurate malnutrition data was challenging.

At Midland, this process left with dietitians doubting whether their notes were thoroughly reviewed. Kaitlyn saw that with precise and coordinated documentation, patient care and reimbursement for malnutrition could be improved. Midland's leadership supported the initiative to improve these processes.

> " Junum streamlined everything. Providers continued to agree with dietitians on malnutrition diagnosis, but now these were seamlessly integrated into their notes, making them easier to visualize. "
> - Kaitlyn Greb

IMPLEMENTATION AND CLINICAL EXPERIENCE

Dietitians and physicians found Junum to be "easy to learn" and "streamlined the workflow" from the outset.

Midland's dietitians appreciated the straightforward training, which included live virtual sessions and onsite visits. They quickly adapted to Junum and saw improvements in their work and patient care.

Junum's quarterly reviews with the dietitians helped track the team's adaptation and impact on malnutrition identification and treatment.

Physicians also adapted well, aided by an onsite lunch-and-learn session that demonstrated Junum's features and data capabilities.

The Midland team praised Junum's 24/7 support for resolving even non-related issues. Additionally, the quick implementation impressed the IT team, as Junum was deployed at Midland exactly within the 90-day timeframe predicted during initial discussions. Kaitlyn confidently states that, to date, Junum remains the IT team's favorite project.
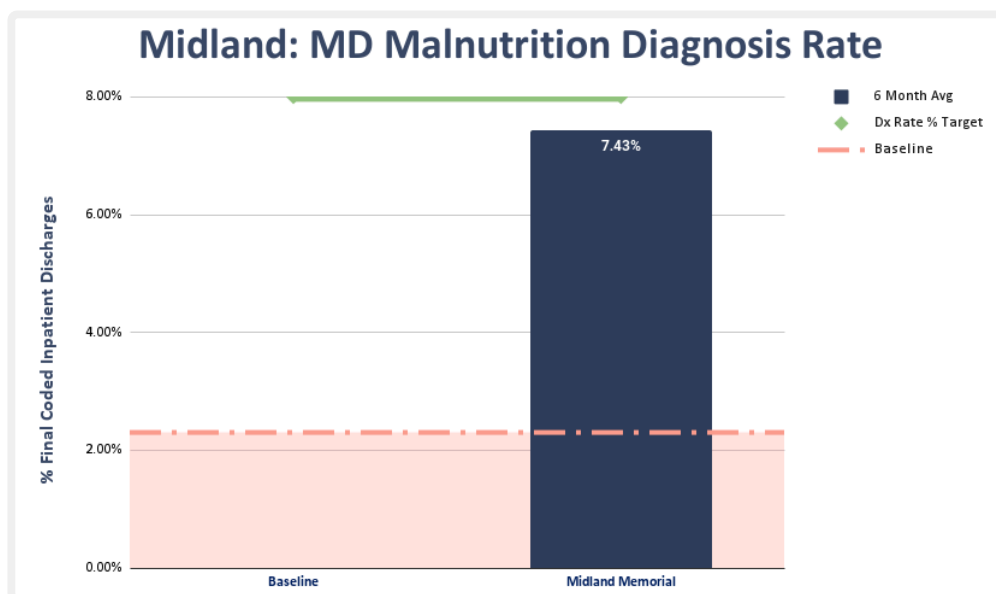
> **Fastest and smoothest implementation we've had.**
> **-Abraham Bejil**

Junum's best practice alerts unexpectedly highlighted the importance of nutrition for early-career residents, helping them recognize the crucial role dietitians play in positive patient outcomes.

RESULTS: DOCUMENTATION & PATIENT OUTCOMES

In hospitals, 20-50% of patients are at risk for malnutrition, but less than 8.9% are diagnosed. Midland Memorial Hospital was diagnosing only 2%, but with Junum, this rate tripled to 7.4% within three months, already nearing their 8% goal.

Midland Malnutrition Diagnosis Rate 6-Month Average

Midland: MD Malnutrition Diagnosis Rate

% Final Coded Inpatient Discharges

- 6 Month Avg
- Dx Rate % Target
- Baseline

7.43%

Baseline | Midland Memorial

Kaitlyn noted, "Junum streamlined the process, seamlessly integrating dietitians' malnutrition diagnoses into provider notes." She also highlighted that Junum brought consistency to dietitian documentation, which previously varied widely. This variability often led to provider confusion, hindered reporting capabilities, and created other obstacles. Now there is alignment between the dietitians and the provider documentation. Respective guidelines and regulations are being met and to add, this has facilitated communication between the dietitian and the providers on the plan of care for their patients.

RESULTS: FINANCIAL IMPACT

Junum projected that Midland Memorial Hospital would triple their malnutrition diagnosis rate after improving their identification and reimbursement with improved clinical decision support. The data shows that Junum exceeded the initial ROI predictions of $250,000.

Additionally, with Junum in place, they are well-positioned to report on the new Global Malnutrition Composite Score (GMCS) by having the necessary components in the system and correctly mapped. Midland Memorial Hospital is considered an innovative leader as they prepare their malnutrition reporting in 2025. Selection of the GMCS can help hospitals meet requirements for the hospital quality reporting program, ultimately maximizing CMS payments.

2024 JUNUM RESULTS

☑ More than tripled the diagnosis rate to 7.1%

☑ +$13,000 per malnourished patient

☑ $365-500,000 projected additional annual revenue

☑ 6-9X ROI in Year 1

CONCLUSION

With passionate leaders like Kaitlyn and the dietitians at Midland Memorial Hospital, Junum's clinical decision support tool significantly increased malnutrition diagnosis rates from 2.0% to 7.1%, resulting in $365,000 new revenue that was being left on the table. Junum was a clear win for Midland.

To achieve similar success, MIdland's team recommends starting with your direct leader or a supportive supervisor, finding a physician champion, building a strong business case with Junum, connecting with the IT or nursing informatics team, and identifying key organizational resources.

LET'S CONNECT
learn more: http://Junum.io
partnership: sales@junum.io