



Case Study

CDI Audit Reveals Missed Query Opportunities Impacting Revenue and Quality



CDI Audit | Missed Queries

Our client is large U.S. health system with multiple hospitals across the Southeast. This case study highlights findings from a comprehensive CDI audit evaluating query compliance, missed opportunities, and coding accuracy. Post-audit results delivered actionable insights to strengthen documentation and drive financial performance.

Challenge

Our client sought deeper insight into the effectiveness of its CDI and coding practices. Leadership aimed to better understand query compliance, missed query opportunities by internal CDIS, and documentation accuracy across facilities. Greater visibility was needed to evaluate performance consistency and uncover issues impacting compliance and revenue.

Solution

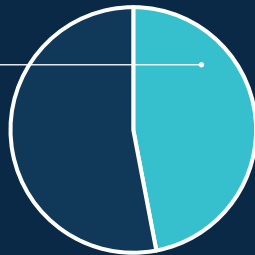
Managed Resources conducted a **comprehensive review of 300 inpatient accounts** across multiple hospital locations to assess documentation and coding performance. Our audit sample provided leadership with systemic trends, compliance risks, and **recurring missed query opportunities** to enable strategic decision-making and operational enhancements.

Results

Our audit findings revealed that **47% of sampled accounts had query opportunities** resulting in undercaptured patient complexity, lost revenue, and variability in documentation performance.

Missed query opportunities affecting DRG assignment equated to an average financial impact of **\$1.6K per account** and an estimated **\$2.1M** in annual revenue opportunity.

47%
of accounts
had Query
Opportunities



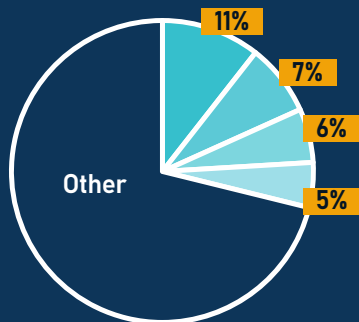
\$1.6K
per account with
Query Opportunities
(that impact DRG)

\$2.1M
in annual Revenue
Upside for client

Did you know? Managed Resources offers a complimentary CDI Assessment for health systems interested in a third-party evaluation of its CDI program, workflows, audit risk profile and AI readiness.



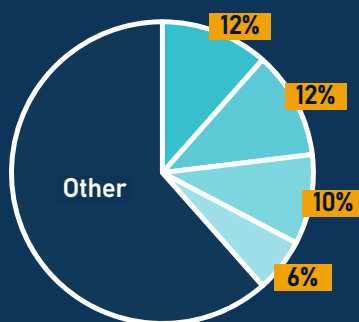
Results (Cont'd)



Top 4 DRGs With Missed Query Opportunities

- Sepsis (854, 871, 872) - 11%
- Heart Failure (291) - 7%
- Respiratory Infections & Pneumonia (177, 193) - 6%
- Cardiac Arrhythmia (308, 309) - 5%

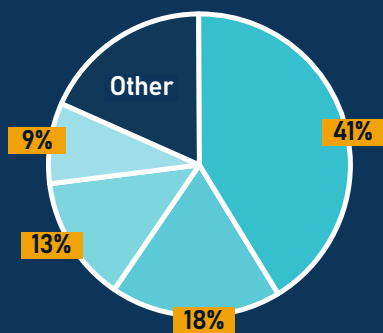
*Other represents all other observed DRGs with Missed Query Opportunities



Top 4 Missed Query Opportunities

- Acute Blood Loss Anemia (D62) - 12%
- Hyponatremia (E87.1) - 12%
- Acute Kidney Injury (N17.9) - 10%
- Sepsis (A41.9) - 6%

*Other represents all other observed Missed Query Opportunities



Top 4 Missed Query Opportunity Types

- Missing CC (at least 1) - 41%
- Missing MCC (at least 1) - 18%
- Clinical Validation Clarification - 13%
- Impact Principal Diagnosis Assignment - 9%

*Other represents all other observed Missed Query Opportunities Types

Conclusion

This CDI audit demonstrated the measurable financial and performance impact of missed query opportunities across the health system. By identifying **documentation gaps** and **DRG-impacting opportunities**, leadership gained clear visibility into both revenue upside and process improvement needs.

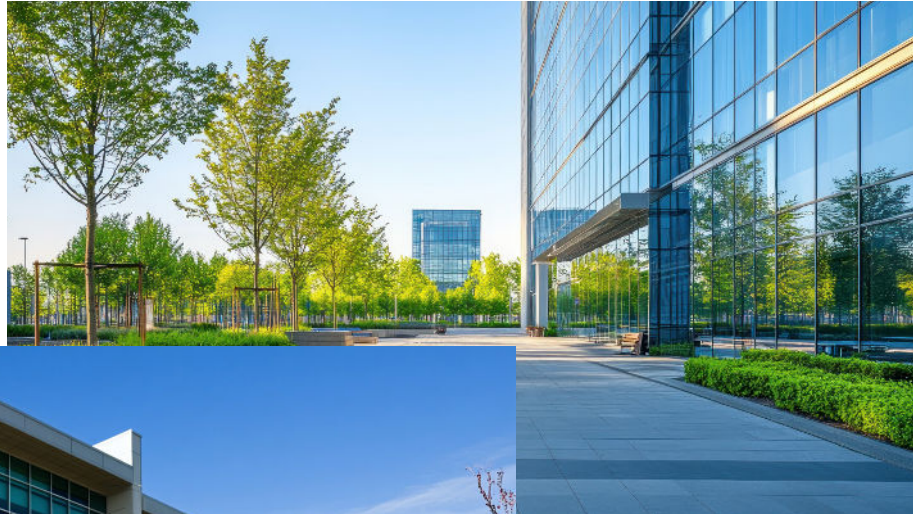
Strengthening CDI practices supports accurate capture of patient complexity and sustains long-term financial integrity for leaders committed to operational consistency and strategic growth.

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extensions
of your
team.**



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