

# Building a Trusted Partnership for Coding Excellence with Southwest General Health Center

What began as a cautious step evolved into a trusted, full outsourcing partnership that transformed coding quality, productivity, and revenue.

## Key Outcomes

Coding Accuracy Rose From

94% → 99%

Annual Revenue Uplift

\$1.6M → \$4M

Backlogs  
Reduced By

→ 67%

## Overcoming Internal Coding Hurdles

Southwest General Health Center (SWG) faced mounting operational pressure: limited staffing, no formal quality reviews, and an aging workforce nearing retirement. With rising denials and compliance risks, their Director of HIM, Lisa, knew they needed a reliable partner to stabilize operations and restore confidence.

"It was really challenging to hire with so many other health systems in the Cleveland area"

~ Lisa, Director HIM

## A Step Towards Reliability

Lisa turned to Datavant, already a trusted ROI partner, for help strengthening their coding operation. Datavant's approach let SWG start small and scale confidently, combining immediate impact with long-term partnership.

As a fully managed coding partner, Datavant owns end-to-end operations and outcomes, ensuring quality, accuracy, and measurable financial impact. The decision to fully outsource was evidence-based: no staffing issues, improved quality and turnaround times, and the viability of seasoned offshore support convinced senior leaders.

## Why Datavant?

### Scalable Model:

meets providers where they are, starting small and expanding as results are delivered.

### Partnership Mindset:

flexible and collaborative, by your side through it all.

### Sustainable Support:

dedicated coding developer program ensuring talent stability.

### Superior Quality:

a quality-obsessed approach that combines expert staff and advanced, AI-assisted technology to improve coding accuracy.

"The quality of coding is incredible... I see results every day."

~ Lisa, Director HIM

## Delivering Tangible Impact

Datavant's hands-on, collaborative approach delivered immediate performance improvements and ongoing confidence. By embracing Datavant's blended model of onshore and offshore, and leveraging tools to gain productivity, Lisa experienced seamless, high-quality support with measurable results.

## A Trusted Extension of the Team

Trained and retained for long-term success, Datavant coders understood the unique needs of SWG and built lasting customer-specific knowledge. They became a part of the team.

"Everyone on the coding team is highly responsive to our needs, and SWG feels like a priority to Datavant"

~ Lisa, Director HIM

## Future-Ready Partnership

By delivering value beyond cost, Datavant was solving challenges alongside SWG and delivering outsized returns. Datavant continues to evolve with SWG, exploring workflow and offshore efficiencies that will drive new improvements, sustain high quality, and reduce costs. The partnership not only resolved immediate pain points, but positioned SWG for sustained success, proving that true collaboration yields transformative results.

"Find a vendor that would be a real partner. Very collaborative, someone who wasn't just there to make money."

~ Lisa, Director HIM



### Enhanced Quality & Compliance:

New audit processes boosted accuracy to 99%



### Revenue & Efficiency Gains:

Faster turnaround times, less hands-on management required from SWG



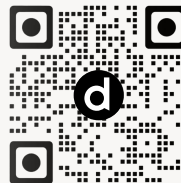
### Seamless Offshore Support:

Expert extension of the team driving consistent quality and results



### Proactive Partnership:

Identify optimizations for savings, efficiency, and quality



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