CONSULTING CAPABILITY STATEMENT

Elaine Sauls

Independent Healthcare Information & Transformation Consultant

Health Information Management · Clinical Documentation Integrity · Clinical Coding · Healthcare Quality · Healthcare Data Analytics · Health Transformation

South Africa | International | Remote | Hybrid

ABOUT ME

I am an experienced healthcare information and transformation professional with extensive international experience across **Health Information Management, Clinical Documentation Integrity (CDI), Clinical Coding, Healthcare Quality, Data and Analytics, Physician Engagement, Education and Training, and Programme Transformation**.

Throughout my career, I have developed, implemented, and led healthcare information and CDI programmes, working across clinical, operational, and executive environments to strengthen documentation, improve information quality and translate healthcare data into meaningful clinical, operational, and financial value.

I bring a practical, collaborative approach to consulting, combining strategic thinking with hands-on experience in programme development, governance, workforce capability, education, technology, and sustainable improvement.

SERVICES

01 Clinical Documentation Review / Clinical Documentation Integrity (CDI)

Provide hands-on clinical documentation review services to healthcare organizations, identifying documentation gaps, inconsistencies, and opportunities for clarification to improve the accuracy, completeness, and quality of clinical records, supporting coding, clinical reporting, and patient care.

02 Clinical Coding Services

Provide specialist hands-on clinical coding services to healthcare organizations, supporting accurate, timely and compliant coding of clinical records, improving data quality, and supporting appropriate reimbursement and reporting.

03 Healthcare Transformation, Classification Modernization and Strategic, Digital & AI Advisory

Support healthcare organizations in navigating healthcare reform, digital transformation, evolving reimbursement models, and the modernization of clinical coding and classification systems.

Provide strategic and technical advisory services to support the adoption and implementation of new workflow standards; clinical coding and classification systems (diagnosis and procedure: ICD-11, ICHI, ICD-10, ICD-10-CM, ICD-10-PCS, CPT, NHRPL); mappings; National Health Insurance (NHI); value-based care initiatives; digital transformation;

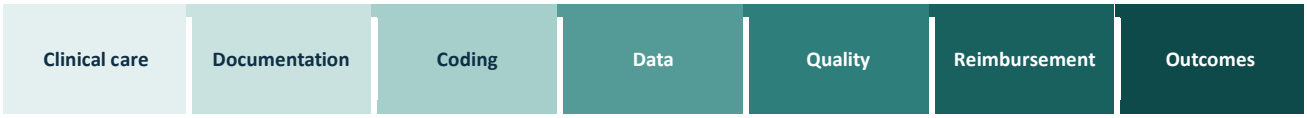
analytics; automation; and responsible AI applications within healthcare information, documentation, workflow and decision-making.

04 Clinical Documentation, Coding and Revenue Optimization

Support healthcare organizations in strengthening the alignment between clinical documentation, coding, billing, and reimbursement processes to improve revenue integrity and reduce preventable revenue losses.

Provide assessments, gap analyses, and workflow reviews to identify documentation deficiencies, coding inaccuracies, missed billing opportunities and claim-related weaknesses that may affect appropriate reimbursement.

Develop practical improvement strategies to strengthen documentation accuracy, coding and billing alignment, claim readiness and revenue-related operational processes, supporting financial accountability, compliance, and sustainable healthcare service delivery.



05 Training, Education & Capability Development

Design, develop and deliver tailored healthcare training and education programmes across Clinical Documentation Integrity (CDI), Health Information Management (HIM), Clinical Coding, and broader healthcare disciplines, aligned with organizational needs, strategic priorities, and workforce development objectives. Support continuous professional development, competency enhancement, and sustainable organizational capability through customized training solutions.

Develop practical strategies to engage clinicians and improve documentation through education, workflow redesign, documentation tools, clinical templates, feedback, and collaborative improvement initiatives.

06 Clinical Documentation Integrity (CDI) Programme Development and Optimization

Support healthcare organizations in establishing, assessing, strengthening, and optimizing Clinical Documentation Integrity (CDI) programmes to improve the accuracy, completeness, and clinical integrity of patient health records.

Provide expertise in CDI programme design, maturity assessments, implementation strategies, operational workflows, clinical documentation review processes, physician engagement, staff competency development, and performance monitoring.

Support existing CDI programmes in identifying operational gaps, improving effectiveness, strengthening collaboration between clinical, coding, and health information teams, and aligning documentation practices with clinical, quality, regulatory and reimbursement requirements.

07 Healthcare Information Governance, Policy, and Performance Management

Support healthcare organizations in strengthening health information governance, regulatory compliance, operational standards, and organizational performance. Services include the development, review and implementation of policies,

standard operating procedures (SOPs), standards documents, governance frameworks, and performance monitoring systems.

Support the development of key performance indicators (KPIs), performance dashboards, measurement tools, data governance structures, and analytical frameworks to strengthen accountability, data integrity, continuous quality improvement, and evidence-based decision-making.

08 Health Information & Data Quality

Support healthcare organizations in assessing, strengthening, and optimizing the quality, accuracy, completeness, consistency, and reliability of clinical and health information across the patient care continuum.

Provide comprehensive health information and data quality assessments; identify documentation deficiencies, coding inconsistencies, data integrity risks, and gaps in information management processes; and develop targeted improvement strategies.

09 Workforce & Organizational Capability

Support healthcare organizations in strengthening workforce competencies, leadership effectiveness and organizational capability through workforce assessments, competency frameworks, structured training programmes, mentoring, leadership development, and capacity-building initiatives. Develop sustainable strategies that enhance staff performance, operational efficiency, professional development, and organizational readiness for change.

10 Research and Quality Improvement

Support healthcare organizations in advancing evidence-based practice, clinical quality and innovation through collaborative research, quality improvement initiatives, programme evaluations, and knowledge sharing. Contribute to the development of research projects, scientific publications, best-practice guidelines and thought leadership initiatives that promote continuous improvement, professional learning, and healthcare transformation.

WHO I SUPPORT

- Public and private hospitals
- Hospital groups
- Healthcare organizations
- Ministries and Departments of Health
- National health programmes
- Medical schemes and healthcare funders
- Healthcare administrators
- Health information and coding organizations
- Universities and training institutions
- Healthcare consulting organizations
- Digital health companies
- Health technology and AI organizations
- International health organizations
- NGOs and health-system strengthening programmes
- Professional associations

ENGAGEMENT MODELS

I provide flexible consulting support according to organizational needs:

Advisory Consulting

Focused expert advice, strategic consultation, programme review, and mentoring.

Defined Projects

Fixed-scope assignments including assessments, gap analyses, programme design, improvement initiatives, and transformation roadmaps.

Training & Workshops

Tailored education and capability-building for clinical, HIM, CDI, clinical coding, and leadership teams.

Interim & Short-Term Leadership

Three-month, six-month, or longer engagements providing specialist leadership, programme development, or transformation support.

Remote & International Consulting

Available for virtual, hybrid and international assignments, including travel where required.

MY APPROACH



I work collaboratively with clinical and operational stakeholders to understand the organization's priorities, identify opportunities, develop practical solutions, and establish measures that demonstrate sustainable value.

> *My focus is not simply on identifying documentation gaps, but on helping organizations understand how better information can contribute to better decisions, better care, better outcomes, and greater healthcare value.*

AVAILABLE FOR CONSULTING & COLLABORATION

Elaine Sauls

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