CONSULTANT IDENTITY & MASTER SERVICE CATALOGUE

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

CONSULTING POSITIONING

I help healthcare organizations improve the quality, integrity, and value of clinical information, connecting clinical documentation, coding, health information management, data, quality, reimbursement, and healthcare transformation.

Drawing on extensive international healthcare experience across clinical practice, health information management, clinical coding, clinical documentation integrity, education, and healthcare leadership, I work with organizations to identify gaps, strengthen systems, develop people, and translate healthcare information into meaningful clinical, operational and strategic value.

> *My approach goes beyond auditing individual records. I look at the wider healthcare information ecosystem (people, processes, policies, technology, data, and governance) and help organizations build practical, sustainable solutions.*

SERVICE CATALOGUE

01 Clinical Documentation Review / Clinical Documentation Integrity (CDI)

- Concurrent clinical documentation review
- Retrospective clinical documentation review
- Clinical documentation gap identification
- Diagnosis specificity review
- Clinical validation support
- Physician query development and follow-up
- Documentation and coding alignment
- Procedure and operative documentation review
- Discharge summary review
- Documentation quality and compliance review
- Documentation audit and quality assurance
- CDI performance monitoring and reporting
- Short-term and project-based CDI support

02 Clinical Coding Services

- Clinical coding quality assessments
- ICD coding audits
- Coding accuracy and completeness reviews
- Coding education and competency development
- Documentation-to-coding gap analysis
- Coding backlog support and remediation strategies

- Coding workflow assessments
- Coding policy and guideline development
- Coding quality improvement programmes
- Preparation for changing classification and reimbursement environments

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

- ICD-10 to ICD-11 transition planning and ICHI adoption readiness
- Code mapping, equivalence assessments, validation, and identification of classification gaps
- Assessment of existing coding systems, processes, workforce capabilities, and technology
- Development of transition strategies, project roadmaps, timelines, and governance frameworks
- Assessing data integrity, historical comparability, system integration, and reporting requirements
- Strategic support for NHI, value-based care and evolving reimbursement frameworks
- Training needs assessments, competency development, and change management
- Pilot testing, coding audits, mapping validation, and post-implementation evaluation

Digital Health & AI Readiness

- Healthcare information digital-readiness assessments
- Clinical documentation technology readiness
- AI readiness within documentation and coding environments
- Assessment of workflows prior to automation
- Data-quality readiness for AI
- Clinical documentation automation considerations
- Human oversight and governance requirements
- Evaluation of technology-enabled CDI opportunities

> *The emphasis is not simply on introducing technology, but on ensuring that processes, information, governance, and people are ready for technology to succeed.*

04 Clinical Documentation, Coding and Revenue Optimization

- Evaluate clinical documentation and its ability to support accurate billing
- Assess coding accuracy and alignment with applicable classification and billing requirements
- Identify potential revenue losses caused by documentation, data capture, and process deficiencies
- Evaluate documentation completeness and processes supporting valid, compliant claims
- Improve coordination between clinical, HIM, coding, patient administration, and billing departments
- Develop corrective action plans, staff recommendations, and monitoring measures

05 Training, Education & Capability Development

Training programmes can be developed for

- CDI specialists
- Clinical coders
- Health information professionals
- Allied healthcare workers
- Healthcare managers
- Quality professionals

- Physicians
- Nurses
- Revenue-cycle teams
- Healthcare administrators

Training topics

- Clinical Documentation Integrity fundamentals
- Advanced CDI
- Documentation for physicians
- ICD coding and classification
- Coding quality
- Documentation and reimbursement
- Documentation and patient outcomes
- Documentation in value-based healthcare
- Health information management
- Healthcare data quality
- CDI leadership
- Physician engagement
- Query development
- Auditing clinical documentation
- Preparing healthcare information for digital transformation and AI

> *Training can be delivered through workshops, masterclasses, customized organizational programmes, virtual learning, or on-site education.*

06 Clinical Documentation Integrity (CDI) Programme Development and Optimization

- Establish CDI programmes, operating models, governance structures, staffing requirements, and implementation plans
- Assess existing programmes, identify gaps, benchmark performance, and recommend improvements
- Develop and optimize concurrent and retrospective review processes, physician queries, escalation pathways and operational workflows
- Develop strategies to improve physician participation, documentation practices and collaboration with CDI and coding teams
- Support role definitions, competency frameworks, staff development, and sustainable CDI team structures
- Develop CDI-specific KPIs, evaluate programme effectiveness, identify opportunities for improvement and support sustainability

07 Healthcare Information Governance, Policy, and Performance Management

- Policy drafting, review, revision, governance frameworks, and alignment with regulatory requirements
- SOP development, workflow alignment, implementation support, and compliance audits
- Health information and clinical documentation assessments, gap analyses, mock audits, and corrective action plans to support accreditation
- KPI development, performance measurement, monitoring frameworks, and reporting dashboards
- Data quality standards, information accountability, analytical frameworks, performance reporting, and continuous improvement

08 Health Information & Data Quality

- Evaluate the quality, completeness, accuracy, and consistency of clinical and administrative health information
- Identify errors, discrepancies, missing information, duplication, and inconsistencies affecting data integrity
- Evaluate whether clinical documentation adequately supports coded data, diagnoses, procedures, and reporting requirements
- Identify weaknesses in data capture, documentation practices, information flow, and clinical information management processes
- Develop improvement plans, validation processes, monitoring mechanisms, and recommendations to sustain information quality

09 Workforce & Organizational Capability

- CDI workforce assessments
- Coding workforce assessments
- Competency frameworks
- Role and job-description development
- Skills-gap assessments
- Training needs analysis
- Workforce-development strategies
- Mentoring and coaching
- Leadership development for HIM/CDI teams
- Development of sustainable internal capability

10 Research and Quality Improvement

- Identification of research and quality-improvement opportunities
- Documentation-related quality-improvement projects
- Development of project aims and outcome measures
- Baseline assessments and data collection frameworks
- Clinical documentation and coding quality studies
- Evaluation of improvement interventions
- Quality-improvement methodology and project coordination
- Data interpretation and reporting
- Preparation of abstracts and conference presentations
- Manuscript development and publication support
- Development of professional articles and educational content
- Thought leadership and industry presentations
- Knowledge-sharing workshops and professional forums

CONSULTING ENGAGEMENT MODELS

Services can be provided through flexible arrangements, including:

Advisory Consulting
Strategic advice, assessments, and recommendations for organizations requiring specialist expertise.

Project-Based Consulting
Defined projects with agreed objectives, deliverables, and timelines.

Short-Term Contracts
Operational or strategic support for specific organizational needs.

Fractional Leadership
Part-time senior expertise for organizations that require experienced HIM, CDI, or healthcare information leadership without appointing a permanent executive.

Interim Leadership
Temporary leadership during vacancies, restructuring, programme implementation, or organizational transition.

Training & Workshops
On-site or virtual customized professional development.

Remote Consulting
Assessment, advisory, audit, programme development and education services delivered remotely.

International Consulting
Short-term assignments, programme assessments, training, and healthcare transformation projects across different healthcare environments.

WHO I CAN SUPPORT

My services are relevant to:

- 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

AVAILABLE FOR CONSULTING & COLLABORATION

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