# Genpact Optimizes Scripps Health Hospital Coding and Health Information Management (HIM) Operations

**This transformation enhances the health system's ability to adapt to ICD-10 compliance and clinical documentation improvement (CDI) requirements**

NEW YORK, Oct. 28, 2013 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in transforming and running business processes and operations, today announced an agreement with Scripps Health, a leading private, nonprofit health system, to provide extensive inpatient, outpatient, and emergency room hospital coding support and other business services. Genpact is helping Scripps Health transform its business processes to adapt to the new regulatory environment and meet ICD-10 regulatory requirements while enhancing patient care.

(Logo: http://photos.prnewswire.com/prnh/20120501/NY98560LOGO)

Based in San Diego, California, Scripps Health runs four hospitals on five campuses along with many outpatient clinics, home health operations and hospice care. Under this agreement, Genpact is providing hospital coding support and overflow services for Scripps Health, as needed, for inpatient, outpatient, and emergency department records. Genpact is also managing an ICD-10 clinical documentation improvement (CDI) risk and workflow assessment to help Scripps Health optimize its business processes for ICD-10 compliance.

Genpact used its Lean Six Sigma process reengineering expertise along with health information management (HIM) and coding expertise to standardize coding and operational processes for improved efficiencies, helping Scripps Health meet regulatory requirements.

"Healthcare systems like Scripps Health are seeking ways to improve our workflows and information management for faster coding and billing and efficient patient processes that support optimal care – all while adhering to regulatory changes like ICD-10," **said Jean Fuller, assistant vice president, Health Information Services, Scripps Health.** "Genpact is applying its process excellence and healthcare expertise to help us achieve this operational effectiveness and regulatory compliance so that we can focus on our core business of providing excellent patient care."

"Genpact will help Scripps Health execute smarter coding processes and significantly improved document workflow," **said Mohit Thukral, senior vice president, Banking, Financial Services, Insurance and Healthcare, Genpact.** "As one of the very few companies providing global delivery of inpatient, outpatient and emergency department coding services, Genpact is honored to leverage our business process transformation expertise so that Scripps Health can achieve the business impact of increased productivity, decreased account receivables, cost savings and efficient operations needed to thrive in the current healthcare environment."

**About Scripps Health**

Scripps Health is a private, nonprofit, integrated health system in San Diego, California that treats a half-million patients annually at facilities that include five acute-care hospital campuses. This health system contains more than 2,600 affiliated physicians and 13,000 employees, and is comprised of a network of integrated facilities with specialists from more than 60 medical and surgical specialties at 23 outpatient centers and clinics. More information can be found at www.scripps.org.

**About Genpact**

Genpact Limited (NYSE: G) is a global leader in transforming and running business processes and operations, including those that are complex and industry-specific. Our mission is to help clients become more competitive by

making their enterprises more intelligent through becoming more adaptive, innovative, globally effective and connected to their own clients. Genpact stands for Generating Impact – visible in tighter cost management as well as better management of risk, regulations and growth for hundreds of long-term clients including more than 100 of the Fortune Global 500. Our approach is distinctive – we offer an unbiased, agile combination of smarter processes, crystallized in our Smart Enterprise Processes (SEP$^{SM}$) proprietary framework, along with analytics and technology, which limits upfront investments and enhances future adaptability. We have global critical mass – 60,000+ employees in 24 countries with key management and corporate offices in New York City – while remaining flexible and collaborative, and a management team that drives client partnerships personally. Our history is unique – behind our single-minded passion for process and operational excellence is the Lean and Six Sigma heritage of a former General Electric division that has served GE businesses for more than 15 years. For more information, visit www.genpact.com. Follow Genpact on Twitter, Facebook, and LinkedIn.

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