

Preparing Coders and Leadership for AI-Driven Medical Coding

Introduction

The adoption of AI-driven automated coding is reshaping medical data management, offering increased efficiency, improved coding accuracy, and a solution to coder shortages. However, the success of this transition depends not only on the technology itself but also on how well both coders and hospital leadership adapt to this new reality.

Methods

At the University Hospital of Brussels, we have implemented 360 Encompass, an AI-driven platform that transformed our medical coding processes. The insights presented, are drawn from our firsthand experiences with the implementation and use of this tool, providing a practical perspective on the impact of AI-tools in medical coding.

Results

For coders, embracing AI requires a shift in mindset and workflow. Building AI literacy is essential to understanding its role as a supportive tool rather than a replacement. Hands-on training, coupled with a structured change management approach, helps coders integrate AI into their daily work while ensuring that human expertise remains central to the process. Ongoing support and performance monitoring further refine the collaboration between AI and coders, leading to a more efficient and reliable system.

At the leadership level, the board plays a crucial role in guiding this transformation. AI in medical coding is not just a technical implementation—it is a strategic shift that impacts hospital revenue, compliance, and workforce dynamics. Leadership must understand the financial and regulatory implications, set realistic expectations about AI's learning curve, and actively support change management initiatives to foster acceptance among coding teams. Clear governance and oversight ensure that AI implementation aligns with broader hospital goals and delivers measurable benefits.

Discussion/conclusions

This session explores the key factors influencing AI adoption in medical coding, providing a roadmap for coders and leadership to navigate challenges and maximize opportunities. By addressing both the human and technological aspects of this transition, hospitals can successfully integrate AI while maintaining the highest standards of coding quality and accuracy