



Client leverages a full revenue cycle partnership to achieve optimization and drive positive outcomes allowing an enhanced focus on patient care.

CLIENT STATS:

Southern acute care hospital

407 beds

Partner since 2004

CHALLENGES:

Accelerating AR, growing cost-to-collect and a decrease in patient satisfaction led to eroding revenue. Dedicated leadership and expertise was needed to achieve the desired financial improvements within a solution that would limit financial exposure.

CONTRIBUTING FACTORS:

- Financial concerns made it difficult to attract and retain senior leadership
- Staff shortages and changing leadership created confusion regarding priorities and processes
- Experienced decrease in patient satisfaction due to poor customer service and an inaccessible billing office
- Disproportionate amount of time was spent on revenue cycle functions to the detriment of patient care and satisfaction

SOLUTION:

- Full Revenue Cycle Management deployed 2016

APPROACH:

- Conducted a full revenue cycle assessment of current state
- Integrated, technology-enhanced, best practice processes were implemented throughout: patient access, revenue integrity, HIM, clinical documentation, coding, claims, managed care contracting, AR follow up and patient collections
- Ongoing training for physicians and clinical staff ensured documentation accurately reflects patient care
- Robust reporting and optimized analytics platform afforded proactive monitoring

VALUE:

- Increased quality across the revenue cycle with one, accountable partner
- Supported staff, buoyed morale, and improved performance during client's challenging circumstances
- Operated as a reliable COVID-19 partner by setting up and staffing the vaccine distribution site, screening patients and making gowns and masks to address shortages

Sampling of client outcomes

PATIENT ACCESS	HIM	ACCOUNTS RECEIVABLE	DENIAL MANAGEMENT
<p>▼ 50%</p> <p>scheduled patient wait times</p>	<p>▼ ~56%</p> <p>IP DNFC days OP ▼~75%</p>	<p>▼ 52%</p> <p>AR days (2016-2020)</p>	<p>34%</p> <p>of IP denials reversed after appeal</p>
<p>▲ 73%</p> <p>12-day financial clearance</p>	<p>\$860k</p> <p>YTD (5/20) CDI benefit LTD ~\$10M</p>	<p>▼ 73%</p> <p>AR >90 dollars (2016-2019)</p>	<p>41%</p> <p>of OP denials reversed after appeal</p>

