



Client struggling with poor patient and physician satisfaction due to ineffective processes transforms patient access with departmental outsourcing.

CLIENT STATS:

Southern acute care hospital
407 beds
Partner since 2004

CHALLENGES:

- Inconsistent and ineffective patient access processes were affecting revenue and timely delivery of services, leading to inordinately long patient wait times and decreased patient and physician satisfaction.

CONTRIBUTING FACTORS:

- Incomplete and inaccurate registration and lack of coverage verification
- Patients not being scheduled in accordance with physician requests
- Lack of authorization and financial clearance of patients prior to rendering services
- Cancellations and delays of service disruptive to clinical department schedules

IMPACT:

- Patient confusion regarding scheduling and registration responsibilities
- Previously undisclosed deductibles and copays caused high level of patient dissatisfaction
- Patients unaware of authorization requirements and unhappy services had to be rescheduled or cancelled
- Low staff moral
- Lack of trust and confidence with the system for both physicians and patients

SOLUTIONS:

Patient Access Outsourcing deployed July 2016

APPROACH:

- Deployed a consistent, streamlined process that was rigorously monitored to ensure benchmarks were achieved
- Workflows reconfigured to significantly reduce wait times
- Increased emphasis on customer service and patient satisfaction
- Financial clearance completed on all scheduled patients prior to arrival

VALUE:

- Regained physician confidence
- Patients grew receptive to calls, inquiries and requests for point-of-service collections due to the patient-centered approach

▼ 50%
scheduled patient wait times

▼ 43%
hold times

▼ 81%
unscheduled routine studies

▼ 77%
call abandonment

▼ 90%
unscheduled complex studies

▲ 73%
12-day financial clearance,
up from 3.2 days

