

Client clears backlog of abstraction and follow-up cases with Cancer Registry partnership.

Challenge

This **academic health system with >1,000 beds and \$2.9B NPR** had a 12-month abstraction backlog and could not retain the resources needed to maintain timely completion. Confronted with a Commission on Cancer (CoC) survey only two weeks away, the in-house follow-up team desperately needed assistance to clear a 20,000-case backlog or risk survey failure.

Solution

Savista's Certified Cancer Tumor Registrars (CTRs) supplemented the client's existing abstracting staff and together they completed more than 7,400 backlogged cases in 18 months. During this time, the client became at risk for passing their CoC survey, prompting the Savista team to provide all hands on deck assistance, helping the client's follow-up team clear a 20,000-case backlog.

Savista implemented a case initiation process to improve workflow, established a dedicated IT contact to expedite access, and prioritized project calls and productivity reporting to avoid backlog.

“I wanted to thank you and your team for your dedicated work on our account. We definitely wouldn't be where we are without your help.”

- Registry Supervisor

For more in-depth information about Clinical and Cancer Registry Services and all our Revenue Cycle Management solutions, please visit SavistaRCM.com



Results

Staff productivity and effectiveness improved with established and communicated performance goals, increased visibility into metrics, and a unified focus on cash acceleration initiatives.

Delinquent follow-up cases were completed for a successful CoC survey.

Partnership grew from abstracting support to a functional outsource with additional facilities added.

About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic

