

Outsourcing partnership transforms HIM-related KPIs and reduces DNFC by 83%.

Challenge

This **478-bed health system** struggled with essential HIM performance metrics. The department had a sustained record completion backlog, ongoing troubles with coding quality and production, as well as ineffective interdepartmental relationships.

Their executive leadership team recognized that the HIM department required an overhaul to achieve organizational goals; however, they lacked resources to pursue a turnaround within the time constraints necessary for system-wide success.

Solution

The HIM outsource focused on HIM leadership, best practices, and targeted performance improvement that could produce results within a defined period.

- Savista improved relationships by integrating HIM leadership into the system's senior leadership team and collaborating with physicians.
- Best practice implementation, performance improvement processes and quality reviews ensured sustainable KPI success.

“Due to our geographic location, it is very challenging to hire/maintain HIM staff, and [Savista], through my tenure, has provided the staff, expertise and services. [Savista] most specifically over the past year plus, has provided excellent leadership. This leadership has been the key to our new-found success.”

-Senior Vice President, Chief Information Officer

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



Results

Twelve years after inception of the partnership, the initial improvements have been sustained to date:

▼ **73%**
reduction in DNFC days

▼ **83%**
reduction in DNFC dollars

▼ **93%**
reduction in delinquency rate

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

