

Client transforms HIM KPIs and DNFC by 66% and continues to sustain improvements.

Challenge

This **25-bed critical access hospital with \$130M NPR** was not meeting their financial KPIs following an EMR implementation. They battled with inaccurate record filing, a backlog of unbilled accounts and unscanned loose records and a multiple-month coding backlog.

Solution

- 1 An initial departmental assessment resulted in a rebadge of the existing employees and appointment of a new HIM Director.
- 2 Workflows were optimized, policies and procedures were standardized and HIM staff and physicians trained on the new EMR.

“Within six months of [Savista’s] engagement with us, all of the problems and issues had gone away. It was a night-and-day difference. Every aspect of the HIM department and the revenue cycle had improved.”

- CFO, Health Information Management

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



Results

- ▼ **75%**
DNFC days decreased
- ▼ **63%**
Birth certificate days decreased
- ▼ **88%**
Scanning days decreased
- ▼ **80%**
ROI days decreased
- ▼ **97%**
Loose report inches decreased

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

