THE CHALLENGE

Woman’s Hospital was in a transitional period following relocation to a new campus and the implementation of a new Health Information System (HIS). At the same time, the organization was adjusting to significant cuts to Louisiana’s Medicaid program, which had a negative impact on reimbursements.

In order to thrive in this changing environment, Woman’s needed to achieve a higher level of revenue cycle performance. They engaged Huron Healthcare’s community hospital team to implement Huron’s Revenue Cycle solution at Woman’s Hospital.

OUR APPROACH

Huron’s flexible and collaborative community hospital approach drove significant results. The project team helped Woman’s further utilize the hospital’s existing revenue cycle resources, while also deploying Huron’s expertise and tools to achieve additional gains. Process improvements, the implementation of powerful tools, and the creation of new structures for pricing, communication, and accountability led to improvements in a variety of areas, including significant cash benefits and a 9.3 day reduction in A/R days.

Improving Communication and Accountability: Huron worked with Woman’s to implement a new accountability and communication framework based on key industry metrics. This includes a high-risk review process designed to address the root cause issues impacting agings, denials, and avoidable write-offs.

Redesigning Processes and Structures: By streamlining processes and improving procedures across the revenue cycle, Huron helped Woman’s increase productivity, quality, and overall effectiveness. Additional training of staff and leadership ensured improvements are sustainable.

Optimizing Revenue Cycle Technology: The implementation of Huron’s revenue cycle management systems across patient access, patient financial services, and health information management helped Woman’s achieve integration between existing revenue cycle functions, Huron’s solutions, and the new HIS – driving efficiency throughout the revenue cycle.

Strategic Pricing and Charge Capture: Huron helped Woman’s develop logical, defensible, and market-competitive pricing, creating a sustainable income statement benefit that’s anticipated to add nearly $2.5 million in annual net revenue. The implementation of a charge capture solution to identify, manage, and correct outpatient missed charges resulted in an annually recurring benefit of $300,000.

RESULTS & BENEFITS

$7M in recurring annual revenue cycle benefit and $2 million in one-time cash for an almost 4:1 ROI

9.3 day reduction in A/R days

$1.5M decrease in 91+ agings

Prior to the Huron engagement, we struggled to improve our revenue cycle processes and tools. Huron was a great partner because they truly achieved buy-in with our team while reengineering our processes and providing the tools and training needed to make the improvements stick. The project was an overwhelming success.”

Greg Smith
Vice President, Finance
Woman’s Hospital