

Peacehealth Medical Group Transformed Key Business Processes to Increase Revenue, Volume and Accountability

Rapid growth over a short period of time strained PHMG's financial health and productivity. Huron and PHMG worked together to implement revenue cycle solutions which led to a \$4.9 million increase in recurring revenue, reduction in A/R days and a 12 percent increase in direct admissions.

Challenge

PeaceHealth Medical Group (PHMG) had grown from fewer than a dozen primary care providers to more than 95 in less than two years. This rapid growth brought many different approaches and tools for managing the revenue cycle which created inefficiencies.

“Huron listened, engaged staff, and worked with us as a team. They brought resources that produced results far beyond what we could have done on our own.”

**KURT LITVIN, EXECUTIVE DIRECTOR,
PEACEHEALTH MEDICAL GROUP**

Results

\$4.9 million in annually recurring revenue improvement

A/R days reduced from **49.7 to 42.6**

12 percent increase in direct admissions through improved scheduling

Approach

Huron implemented its revenue cycle solution as part of a comprehensive physician practice improvement project. The engagement optimized and standardized revenue cycle and business processes system-wide, increased revenue collection, improved productivity and decreased non-physician expenses.

PeaceHealth Medical Group (PHMG) is a multi-specialty group affiliated with PeaceHealth Southwest Medical Center. The group includes more than 95 primary care physicians and specialists.

Optimizing revenue cycle processes.

The engagement standardized processes and tools across all practices, improved charge capture and produced a more consistent and stable revenue flow.

Expanding patient access. An improved scheduling system allowed more patients to be brought into the system more quickly and efficiently, resulting in increased revenue.

Decreasing expenses while increasing productivity and accountability. By matching staffing levels to demand and re-engineering the compensation system for all providers, Huron helped to improve productivity while reducing overall expenses.

“Huron helped us implement clinic-specific score cards,” said Kurt Litvin, Executive Director of PeaceHealth Medical Group. “The metrics show how efficiently we’re getting fee tickets in, how well we’re doing with patient satisfaction scores and care quality areas, and how well we’re handling referrals. That’s helped improve accountability.”



[huronconsultinggroup.com](https://www.huronconsultinggroup.com)

© 2022 Huron Consulting Group Inc. and affiliates. Huron is a global consultancy and not a CPA firm, and does not provide attest services, audits, or other engagements in accordance with standards established by the AICPA or auditing standards promulgated by the Public Company Accounting Oversight Board ("PCAOB"). Huron is not a law firm; it does not offer, and is not authorized to provide, legal advice or counseling in any jurisdiction.
20-2049