Jacobus CONSULTING™

Rapid ROI through SMART CASH COLLECTIONS AND AR RECOVERY

Case Study

CHALLENGE

Southeastern Med converted their EHR from Affinity to the MEDITECH 6.0 HCIS on April 1, 2012. As a part of the AR conversion to MEDITECH, the organization adjusted their traditional roles which required them to spend far more time and focus on charge capture and billing compared to collections. Southeastern Med's AR grew and collections suffered as a result. Their AR became unmanageable, AR days increased, and staff ATBs became overwhelming. With this transition, Southeastern Med had the following needs:

- Reduce the backlog in the AR
- Enhance Cash Acceleration
- Educate, train and optimize staff processes and knowledge to work smarter

SOLUTIONS

Southeastern Med's leadership queried several different companies about the possibility of short term AR support, and Jacobus Consulting answered with a fee for service agreement versus a contingency plan. In addition to this and the spirit of sustainable long term success, Jacobus offered to provide training and education to the hospital business office staff to support them with understanding how to perform collections in MEDITECH as well as strategies for working with payers on follow-up.

*Over the course of 6 weeks and with Jacobus Consulting's rapid ROI strategy, Southeastern Med collected **$890,870.45** in cash.*

Key Jacobus Leadership team members and an AR Recovery Team of two partnered with the hospital to identify and analyze accounts requiring follow-up, pinpointing cash-infusion opportunities. They did this while developing a plan to reduce the backlog in AR through contractual adjustment identification, underpayment and nonpayment analysis, and denials management. Additionally, Jacobus held several training sessions with staff including a formal half day workshop with the entire Southeastern Med Business Office.

Southeastern Med
Your Community Hospital

Challenges

- REDUCE THE BACKLOG IN THE A/R
- ENHANCE CASH ACCELERATION
- EDUCATE, TRAIN AND OPTIMIZE STAFF PROCESSES AND KNOWLEDGE – WORK SMARTER

Action Taken

- JACOBUS SWAT TEAM COLLECTED $890K IN SIX WEEKS
- MINI-TRAINING SESSIONS ON "SMART" COLLECTION METHODOLOGIES
- BACKLOG IN AR REDUCED

Customer Profile

NAME
Southeastern Ohio Regional Medical Center

ADDRESS
1341 Clark Street Cambridge, OH 43725

WEBSITE
www.seormc.org

BED SIZE
100

ANNUAL INPATIENTS
4,000

ANNUAL OUTPATIENTS
100,000

RESULTS

In a short time, Southeastern Med was able to capture an infusion of cash posted while their staff were trained on optimal collection methodologies, methods to maximize the core HCIS functionality to their advantage, and be more effective staff members. Southeastern Med continued to partner with Jacobus on additional projects including: Credit Balance Mitigation, Custom Report Writer Development, and Assessment of their Therapy Nursing/ Recurring Processes.

*Southeastern Med saw a **1,510% ROI** in total profit from cash posted divided by the total cost including expenses.*

About Southeastern Med

Southeastern Med is a premier medical facility located in Cambridge and serving Guernsey and Noble Counties in southeastern Ohio. Over the years, they've grown from a small community hospital into an innovative, acute health care center serving more than 4,000 inpatients and nearly 100,000 outpatients each year. Plus, more than 300 surgeries are performed there monthly. Southeastern Med is committed to their patients, employees and community, continuously reinvesting to improve their facilities and technology. With more than 26 medical specialties, Southeastern Med physicians and doctors offer quality care close to home for the southeastern Ohio region. Ninety-five percent of Southeastern Med physicians have earned board certification, which involves undergoing rigorous training, passing a national exam and taking steps to maintain board-certified status. And Southeastern Med is proud to be accredited by The Joint Commission, the national accrediting body for hospitals and other health care delivery organizations.

Jacobus Consulting is wholeheartedly committed to helping providers improve patient care and quality, optimize operations, and increase financial performance through process redesign, healthcare technology and workforce development. Because of the depth and breadth of our expertise, we are uniquely suited to be your partner to solve the most complex challenges in healthcare.

ACHIEVE WHAT MATTERS MOST.

To connect with an expert or to receive more information, call us at 949.727.0720 or visit our website at JacobusConsulting.com