Coon Memorial Hospital

Location
Dalhart, Texas

Emergency Department

5,500 APV
Level IV trauma center

Solutions
- RevCycle+ full-service facility and physician coding
- EV™ physician and nurse documentation

Results

- Shortened A/R days from 15 to 4 days
- ED revenue optimized by $500 per visit
- $2.75 million gross annual revenue increase

The Challenge

Much to the dismay of the emergency department (ED) services team, leadership at Coon Memorial Hospital decided to replace their T-System ED coding service after being informed of a new capability of their healthcare information system vendor. Almost immediately, the impact rippled across their facility – ultimately causing a spike in A/R days and decline in ED revenue.

"It affected staff all the way down the line, not just those in billing," said Mary Beth Stapleton, chief nursing officer of Coon Memorial. "For example, the influx of physician and nurse queries was very frustrating because it was not an issue before, and our documentation had remained the same."

The Solution

With solid evidence to go by, the leaders quickly agreed that using the enterprise revenue cycle solution did not make sense for the unique environment of the ED.

"After discontinuing T-System's coding services, it immediately became apparent that we weren't keeping up with ED coding," said Kelly Galloway, ED director of Coon Memorial. "We made a swift decision to go back to something that was more effective."

Less than one month later, Coon Memorial reinstituted T-System's full-service facility and physician coding services for the ED, RevCycle+.

The Results

Coon Memorial saw immediate improvement. Quickly optimized revenue cycle processes brought A/R back down from 15 to 4 days. With the old enterprise service, the process was cumbersome with too many manual steps, as Galloway noted, "Lots of hands were in the pot, and this created bottlenecks that negatively impacted turnaround times for billing."

T-System's advanced coding technology and clinically-trained coders streamlined documentation review and query processes, and ensured no charges were missed. Additionally, the 24/7 Web-based access to real-time reports contributed to shorter turnaround times.

"The fact that RevCycle+ is Web-based makes everyone's life easier," Galloway said. "Everyone sees the same information, and it's easy to read."

T-System's ED coding services enabled Coon Memorial to cut unnecessary steps, accurately reflect the level of services provided and send bills out the door in an efficient manner. Finally, with an ED revenue improvement of $500 per visit, Coon Memorial will collect an additional $2.75 million each year.

"T-System has significantly improved our turnaround time for ED billing."

–Stephanie Turner,
Business Office Manager

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