

Case Study

Southeastern Hospitals Convert to Epic

10 hospitals return back to baseline revenue in less than 30 days after converting to Epic.

PRESCRIPTION

Siemens INVISION
Epic conversion

PROFILE



Organization Type:

Catholic healthcare
ministry

Size:

\$1.8B NPR;
10 hospitals

Location:

Tennessee

Relationship:

Live Epic conversion
since October 2020

Challenges

- > **Became the full outsource RCM partner for an organization 4 months prior** to client converting 10 hospitals to Epic
- > **Needed to prepare operations for the Epic go-live quickly**, with minimal to no disruption to existing performance
- > **COVID-19 Pandemic impacted** patient volumes + caused nursing units to switch to COVID units or close

Solutions

- > **Epic go-live Readiness Services engaged** to focus on patient access, DNFB, CFB, clean claim rate + gross revenue
- > **Focused Committees formed** in each of the areas above; weekly prep meetings prior to go-live + daily meetings post go-live
- > **Establish** baseline revenue period
- > **Establish accountability, transparency + policies** for workqueue ownership + resolution of items qualifying for workqueues

Results

Ensemble delivered measurable performance and resource gains

73%

improvement
in clean claim
rates

10

days back to
baseline revenue
(gross charge)

5.2

DNFB days Epic
client average of
8.2 days