

Case Study

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

Southeastern Hospitals Convert to Epic

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

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