

Case Study

Southeastern Hospital Boosts Financial Health

Ensemble drives \$32M annual revenue lift in full outsourcing partnership

PRESCRIPTION

Full revenue cycle outsourcing

PROFILE

Organization Type:

Nonprofit community health systems

Size:

\$1.7B NPR; 21 hospitals

Location:

Rural Appalachia

Relationship:

Live with full outsourcing since May 2019

BACKGROUND

Facing an operating deficit and staff layoffs, a regional health system wanted to rapidly improve financial performance. They lacked the technology, deep industry expertise and staff training to drive immediate change and modernize in-house revenue cycle operations.

Problem

Lack of business insight impeded efficiency. Disparate data sources left staff battling multiple systems to get their jobs done. Process and workflow gaps meant missed and delayed revenue. The health systems needed access to actionable data analytics, business intelligence and a deep bench of experts solely focused on maximizing reimbursements to survive and thrive.

But they wanted more than a vendor to manage operations. They needed a partner who listened to their needs and aligned with their mission to make healthcare more accessible to its vulnerable population.

Decision makers also had three other key requirements:



Maintaining existing staff was critical as the largest employer in the region



Strong integration expertise + Epic knowledge for Cerner-to-Epic conversion



Automation, analytics + business intelligence to keep up with payors' tech investments

Solution

From patient access to revenue capture and collection, we leveraged our proprietary technology platform and industry know-how to:

- > **Transition full operational responsibility + onboarding** of 1,100 existing staff to Ensemble for both hospital- and physician-based functions
- > **Establish + manage people and technology infrastructure**, including opening a new regional service center and hiring 125 new positions
- > **Hardwire best practices + processes** involving automation and advanced analytics across front, middle and back of the revenue cycle

Measuring Success

Ensemble delivered measurable performance and resource gains in year one.

2.7%

NPR increase in cash collections

29.4%

decrease in AR > 90 days

35%

reduction in unbilled AR days

8.8%

increase in clean claim rate