

Case Study

Midwest Hospitals Convert to Epic

21 hospitals return back to baseline revenue in less than 6 days after converting to Epic.

PRESCRIPTION

MEDITECH, Siemens
+ McKesson Epic
conversion

PROFILE

Organization Type:

Catholic healthcare
ministry

Size:

\$7.9B NPR;
21 hospitals

Location:

Ohio + Kentucky

Relationship:

Seven go-lives from
October 2016 to
September 2018

Challenges

- > **Went live on Epic clinicals several years before** Epic Revenue Cycle modules were implemented
- > **Only three Revenue Cycle Operation leaders** were familiar with Epic Revenue Cycle modules
- > **Converted 21 hospitals from various** legacy HIS environments to Epic Revenue Cycle modules over ~22 months
- > **Seven big bang go-lives**, ranging from 1 hospital, up to 4 hospitals

Solutions

- > **Implemented a strategy + partnership** with client's Epic project team + Revenue Cycle Operations in Revenue Management, Billing, HIM + Patient Access
- > **Started the progression** of the go-lives slowly to course correct for future go-lives
- > **Focused operational readiness 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 + issue resolution

Results

30-days post go-live..

17.6%

improvement
in clean claim
rates

4%

improvement
in gross charge
capture