

How Strong is Your Hospital's Pulse?

A successful revenue cycle is the clearest indicator of a hospital's health. Making your cycle run at peak efficiency isn't easy: it's a complex process involving many inter-related components that must work together. This revenue cycle chart illustrates these relationships and underscores the fact that the effectiveness of the whole sustains your organization's financial viability and your community's access to quality care.

Making Your Bottom Line Depends On An Optimal Revenue Cycle

<i>YOUR CHALLENGES</i>	<i>OUR STRENGTHS</i>
KNOW-HOW	Multi-level expertise: planning, analyzing, guiding, training, and tools
PROCESS INTEGRATION	Comprehensive coordination and team building
TIME	Intensive implementation support and follow-up: on-site, technical, hands-on
MONEY	Impressive return on investment (ROI) and sustainable bottom-line improvement

Our Process

Using a comprehensive approach, our typical process includes:

- A detailed assessment of your revenue cycle's current state
- A tailored definition of the desired future state, taking resources and capabilities into account
- A gap analysis including evaluation of current policies, procedures and forms
- A transition plan that bridges current practices to the future state
- Intensive hands-on implementation support in your hospital
- Recommendations for external vendors, assistance with RFPs and coordination of vendors based on your needs
- Benchmarking using core performance indicators, data gathering tools and custom facility reports to help measure and sustain progress
- Intensive follow-up to support permanent improvement

Our Results

Case Study: South Lyon Medical Center, Yerington, Nevada

After years of profitability, this hospital began to experience losses and a severe decline in cash reserves. In 2007, the hospital began a focused effort to improve and integrate its revenue cycle. Working with Nevada Rural Hospital Partners, the hospital has regained profitability and now has nearly 2 million dollars in reserve.

INDICATOR	BEFORE	AFTER	IMPACT
NET A/R DAYS	80	53	\$756,000
BAD DEBT AS % GROSS PATIENT REVENUE	8.50%	7.75%	\$124,500
NET REVENUE PER PATIENT ENCOUNTER	\$186.95	\$196.27	\$484,640
TOTAL IMPACT:			\$1,365,140

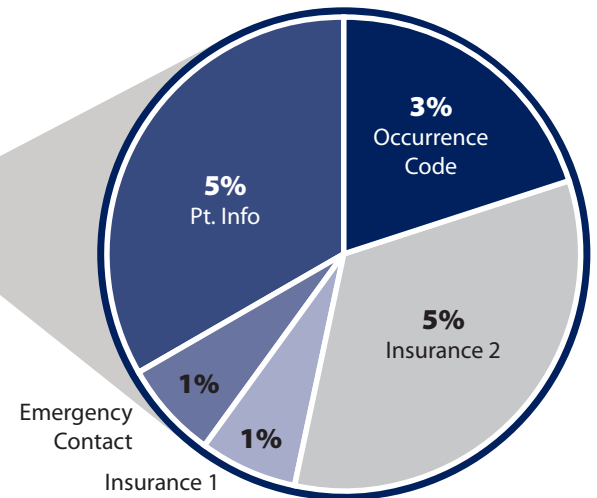
Benchmarks

Monthly Facility Dashboard

SAMPLE INDICATORS	HOSPITAL	CLINIC
POINT OF SERVICE COLLECTION / MONTH	\$2,940	\$850
REGISTRATION ACCURACY	97.0%	85.0%
DENIALS %	2.50%	2.0%

Built around Healthcare Financial Management Association recommended indicators, the Facility Dashboard summarizes monthly revenue cycle performance. Detailed data for indicators is also presented to help pinpoint problem areas and focus solutions.

Registration Errors by Category



Revenue Cycle Improvement Program

Nevada Rural Hospital Partners

Core Performance Indicators



- Revenue Per Patient Encounter
- Denials Management
- Registration Accuracy
- Point of Service (POS) Collections
- Discharged Not Final Billed
- Net Patient Revenue as a Percentage of Gross
- Cash Collected as a Percentage of Net Patient Revenue
- Bad Debt Expense as a Percentage of Gross Patient Revenue
- A/R Days (Multiple Measures)
- A/R Greater than 90 Days

Testimonials

“ If it wasn’t for this program, we would have closed our doors.”

— J.H., Hospital CEO

“ The value in working with NRHP on revenue cycle is clearly expertise. Thank you for all your team has helped us accomplish.”

— R.C., Director of Patient Finance

“ NRHP’s Revenue Cycle Improvement Program was instrumental in bringing our hospital’s issues into focus. Instead of a piecemeal approach, we now have the organizational structure in place to address our revenue cycle as a team.”

— G.S., Business Office Manager



About NRHP

NRHP was established in 1987 by Nevada’s small and rural hospitals to focus on solutions to the issues and challenges they faced. Owned by hospitals, NRHP’s mission is all about helping to ensure the viability of the facilities we work with. We do this through a broad range of programs and services intended to reduce costs, generate savings, enhance quality, share resources, expand the use of technology, and shape the operating environment for facilities through regulatory and legislative advocacy.

NEVADA RURAL HOSPITAL PARTNERS

4600 Kietzke Lane Suite I-209 | Reno, NV 89502 | 775-827-4770 | www.nrhp.org