Bon Secours Charity Health System Sees 99.9% Registration Accuracy and $25 Million Profit & Loss Improvement with HealthWare Systems' ActiveDEFENDER

HEALTHWARESYSTEMS

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-Douglas Barry, Vice President of Revenue Cycle
Bon Secours Charity Health System

The entire revenue cycle relies on the information gathered during patient access, and incomplete or inaccurate data can lead to significant revenue loss and place an unnecessary burden on back-end resources. Many healthcare organizations recognize this correlation and have implemented quality assurance tools to help staff automatically identify and minimize errors up front. Critical to the recent success of Bon Secours Charity Health System has been its deployment of the patient encounter management solution ActiveDEFENDER.

The Challenge

Douglas Barry became Bon Secours' Vice President of Revenue Cycle at a time when the health system did not have any process in place for reviewing registration accuracy. As a result, he helped implement a manual review process to improve accuracy and reduce denials. However, he soon realized that the manual process was only capable of analyzing a small sample of accounts, and staffing reductions and restructuring also made it a difficult process to maintain.

Prior to joining Bon Secours, Barry had experience using registration accuracy tools and recognized the benefits of implementing a patient registration solution. "I had a past history of using [registration QA tools] and know the impact it has on back-end operations," he said. "I knew the value . . . and knew that given our limitations around resources and restructurings, we needed to make sure it was as clean as it could be."

The Result

Bon Secours found its solution in ActiveDEFENDER, a tool from HealthWare Systems that monitors the entire patient encounter. In describing the selection process, Barry compares HealthWare to the solution provider he worked with in his previous position: "The other one appeared to be very archaic and the reports weren't as sophisticated. It just seemed there was a better market presence from HealthWare and better integration." Implementation was speedy- the solution was up and running in just 30 days.

Organization

Bon Secours Charity Health System

Problem

A manual process for reviewing registration accuracy that could only scrutinize a limited sample of accounts

Solution Delivered

ActiveDEFENDER, a comprehensive solution for accurate patient encounter management that monitors all information entered by the Bon Secours' patient access staff

Key Metrics

- *3 area hospitals, located in: Suffern, Warwick, and Port Jervis, New York*
- *Over 800 physicians and 2,500 employees on staff*
- *468 hospital beds*
- *Net patient revenue: $386 million*

Benefits

- *Registration accuracy increased from 62% to 99.9%*
- *Denials tracked at 20% below budget*
- *Collection of expected reimbursement increased from 91% to 99.4%*
- *Bad debt reduced by 50%*
- *$25 million improvement in profit & loss statement*
- *Elimination of denials related to Patient Access errors*
- *Errors stored in registrars' work queues for review and correction*
- *Registrar performance report cards*

ActiveDEFENDER works in conjunction with Bon Secours' existing registration system. As the registrar enters information, the tool constantly monitors the data based on Bon Secours' customized edits. For example, since a Medicare policy number must be 10 characters long, Bon Secours wanted an edit that ensures registrars enter policy numbers with 10 characters. If ActiveDEFENDER identifies an issue with a Medicare policy number—or any other error based on more than 80 customized checks—it stores that information in the registrar's work queue. Registrars are responsible for managing their work queues by reviewing them for errors and making necessary corrections.

To reduce the number of patient access errors, Bon Secours has integrated ActiveDEFENDER into its registrar performance evaluation. "If [registrars] make a mistake and correct it on the spot, we don't count it as a mistake and we let the tool do its job," Barry says. "If you don't correct it, it counts against you." ActiveDEFENDER tracks the errors that go uncorrected and provides report cards for each registrar. These reports show comparisons among registrars and campuses, the error percentage and type for each registrar, and any recurring mistakes. Leadership can then initiate targeted education for registrars who frequently score low or make the same errors.

Benefits

According to Barry, ActiveDEFENDER has had an immediate and far reaching impact. The health system's registration accuracy rate is now at 99.9% across all three hospitals, a significant improvement over its previous rating of 62 percent. The organization is now collecting 99.4% of its expected reimbursement (net charges) compared to its prior 91% rate, and bad debt has decreased by approximately 50%. By reducing errors, Bon Secours has improved its overall financial performance on the back-end; after implementing ActiveDEFENDER, denials tracked at 20% below budget. As Barry stated, "[ActiveDEFENDER] impacts things all the way around . . . if you do it right [the first time], it is amazing what you don't have to do [later]."

About ActiveDEFENDER

ActiveDEFENDER is HealthWare Systems' comprehensive solution for accurate patient encounter management. Our approach extends beyond registration accuracy, continuously monitoring and detecting errors for resolution even after the registration process is completed. ActiveDEFENDER proactively manages the entire patient encounter to prevent problems that lead to rework and reimbursement delays, denials, and underpayments.

HealthWare Systems specializes in integrating proprietary and third party patient access technologies into a seamless solution that ensures every patient encounter is financially and clinically cleared prior to date of service. Our solutions enforce data and documentation standards throughout the patient encounter. These benefits are provided as extensions to existing hospital information systems and other solutions. We provide the platform to "tie it all together" without replacing your investment in your current products and solutions.

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