

CASE STUDY

Bridging the Gap Between Operations and Technology

REVENUE CYCLE MANAGEMENT

BACKGROUND

Senior leadership at Mission Healthcare identified the need to evaluate the following areas within operations:

SOFTWARE UTILIZATION



OPTIMAL STAFFING



CURRENT STATE VS FUTURE STATE



As a result, Mission Healthcare engaged BlackTree Healthcare Consulting as a partner to –

- Perform an operational assessment
- Redesign key revenue cycle departments based on findings
- Streamline overall processes through EMR optimization

ASSESSMENT FINDINGS



Lack of standardized processes and overall workflow execution



Over-utilization of paper and supplemental applications to complete tasks outside their EMR

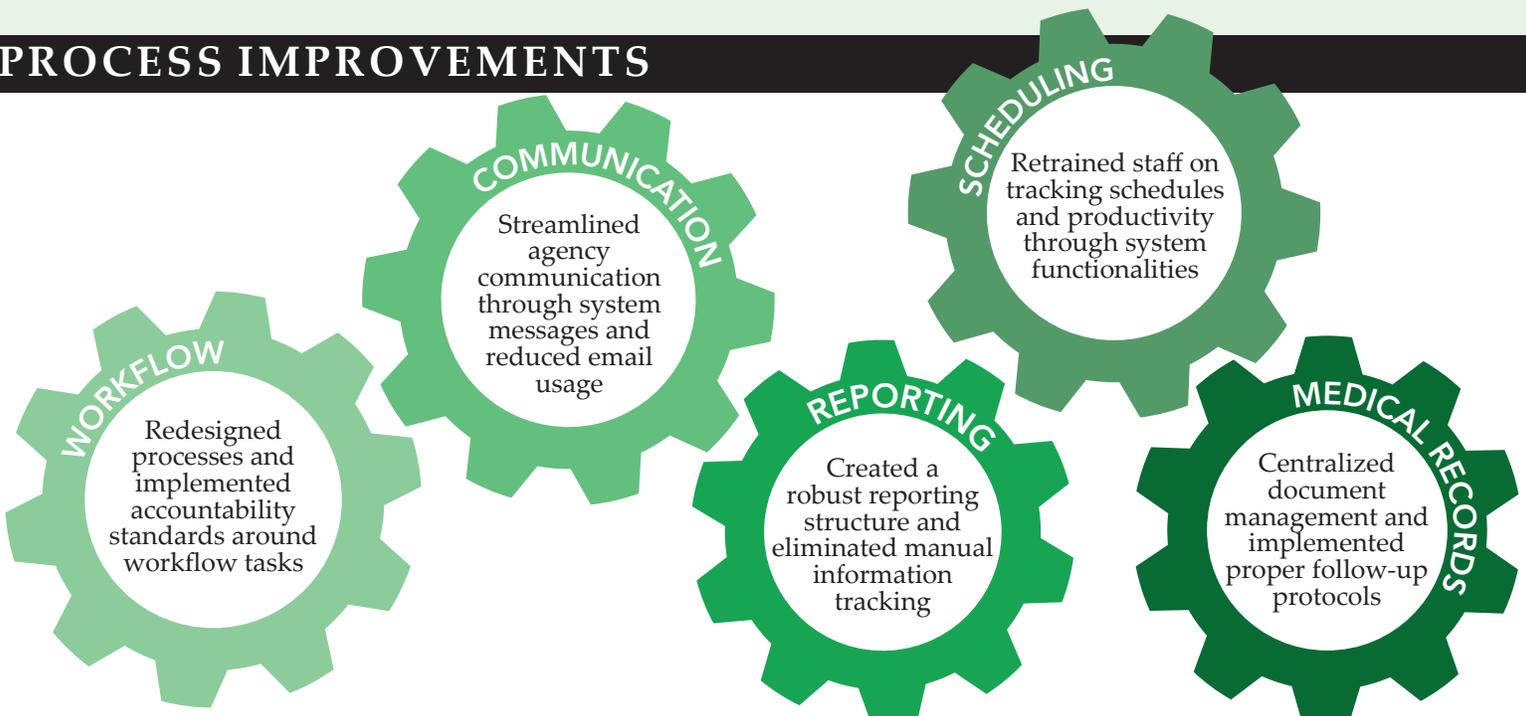


Copious email usage to communicate patient information

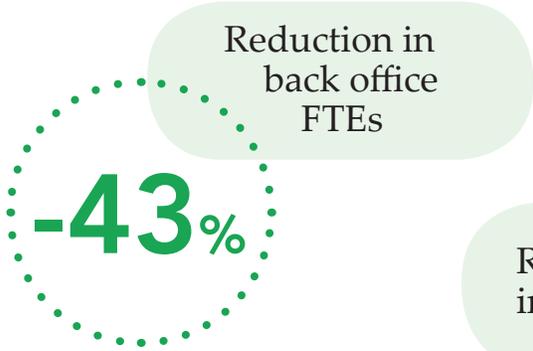


Disorganized orders and medical records management

PROCESS IMPROVEMENTS

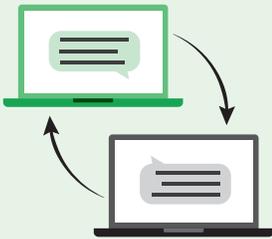


RESULTS AND ROI DATA



EMR DATA

Increased system communication



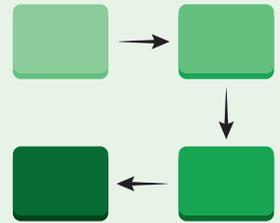
2,764%
increase in usage over six months

Expedited processing of workflow tasks



-50%
decrease in task completion time

Enhanced workflow utilization



Increased average # of processed tasks by
704
per month

39 *notes processed in Month 1*
1,117 *notes processed in Month 6*

6.42 *avg hours per task in Q2*
3.23 *avg hours per task in Q4*

1,842 *in Q2*
2,546 *in Q4*

“BlackTree’s in-depth knowledge of home health and hospice operations proved to be a game-changer for Mission Healthcare. BlackTree’s implementation of best practice processes helped position Mission for growth by knowing we had the infrastructure to do so. The optimization of our EMR was the foundation of our creative, sustainable and growth focused operations that BlackTree was instrumental in developing.”

- David Spencer, VP of Hospice Operations, Mission Healthcare