





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



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

COMMUNICA

Streamlined agency communication through system messages and reduced email usage

Retrained state tracking sche

Retrained staff on tracking schedules and productivity through system functionalities

VELOW

Redesigned processes and implemented accountability standards around workflow tasks

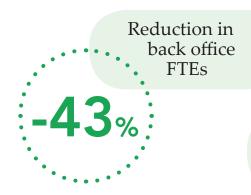
REPORTING

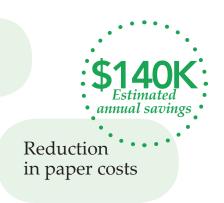
Created a robust reporting structure and eliminated manual information tracking

MEDICA

Centralized document management and implemented proper follow-up protocols

RESULTS AND ROI DATA





Cleaner medical records management resulting in improved adherence to compliance and quality guidelines

EMR DATA

Increased system communication



2,764%

increase in usage over six months

39 notes processed in Month 1

1,117 *notes processed in Month 6*

Expedited processing of workflow tasks

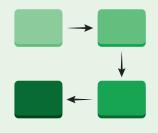


-50% decrease in task completion time

6.42 avg hours per task in Q2

3.23 avg hours per task in Q4

Enhanced workflow utilization



Increased average # of processed tasks by

704
per month

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