

TRUITT HEALTH

CASE STUDY

Cerner Revenue Cycle Break-Fix



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Background

Conway Medical Center (Conway), a private, not-for-profit hospital located in Conway, South Carolina, underwent an effort to standardize its dozens of EHR systems into one. Conway selected Cerner as its EHR platform and underwent an implementation effort that went live July 1, 2017.

Challenges

After go-live, Conway experienced several critical operational issues due to the premature go-live of the EHR. The problems included issues generating bills, incorrect charges, an incomplete Charge Master, incorrect GL mappings causing charges to be applied to the wrong departments, as well as missing permissions that kept staff from running reports and getting the data that they needed. As a result of the go-live, Conway went from a 90% clean claims rate to 60%.

Brian Argo, CFO of Conway Medical Center, joined the health system on July 31, 2017, a month after go-live. According to Brian, "It was a really bad implementation. There were all types of operational and financial things that weren't built and weren't working. It was a challenge to say the least."

Solution

Brian engaged Truitt Health (Truitt) in October 2017, to bring on consultants with deep Cerner expertise specifically in the specialties of billing, CCL, charging, scheduling, registration, and HIM. Within days, the Truitt Health team had integrated into the Conway and Cerner teams and was working collaboratively to triage and resolve the priority issues.

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"It was an all time low in the history of this organization, which is a 90 year-old hospital," said Mr. Argo. "We were crippled and operationally challenged. With Truitt's help, we made significant strides and are getting close to baseline, where we were at before go-live. Our AR days have now reduced from 80 to the low 60's. We have also had significant reduction in AR and Days Not Final Billed (DNFB). Truitt created many custom edits and custom reports for us and also conducted training to help us better use Cerner.

"Everything needed my attention. The best surprise when dealing with Truitt was that there were no surprises. I couldn't ask them to do more. Everything I asked them to do was a hurdle and they jumped over it. It was one less thing I had to worry about and as a CFO, I can't put a price on that."

Summary

Truitt Health conducted a 9 month engagement at Conway with a total of 7 resources. The team provided Cerner expertise in billing, reporting, charge services, registration/scheduling, project management, and interface guidance. At the time of writing, Cerner recently deployed a significant number of resources for free to help address the remaining issues for Conway. As a result, Truitt has transitioned the recovery efforts to Cerner.

TRUITT HEALTH

Schedule your assessment by contacting
Trey Fowler, your Business Development
Executive.

trey.fowler@truitthealth.com



We equip Hospital Executives who are facing significant technology change to optimize their work and get their EHR system to finally function to its potential, which allows clinical teams to focus on patients AND health systems to make more money.