



### Success Snapshot

- ✓ \$21 million cash gains achieved within the first year of engagement
- ✓ 200+ employee CBO redesign for scalable growth
- ✓ Employee engagement scores at record high levels
- ✓ \$43 million in cash gains realized to date

MaineHealth is a not-for-profit, 11-hospital integrated healthcare system of leading providers and other healthcare organizations with net patient revenues of approximately \$1.7 billion. Ranked among the nation’s top 100 integrated healthcare delivery networks MaineHealth has been named one of “America’s Best Hospitals”.

### Leadership Vision for Change

- Minimize future financial performance risk associated with system wide, 11-member hospital conversion to EPIC and CBO consolidation.
- Maximize current revenue cycle performance for MaineHealth’s CBO and flagship hospital, Maine Medical Center.
- Assure precise revenue recognition and maximum conversion of recognized net revenue to cash while readying MaineHealth for future reimbursement realities.

### Pathway to Excellence

- 1 Determine the financial improvement opportunity via analytical assessment.
- 2 Create the ‘MaineHealth In-House, World Class, Lean Revenue Cycle’ of the future.
- 3 Maximize ROI from EPIC conversion and optimize with Lean supporting technologies.
- 4 Minimize performance risk for 11-member hospitals during conversion and CBO onboarding.
- 5 Begin successful transition from volume to value based care.

### Challenges

#### Financial



- Expenses projected to exceed revenues
- Understated net revenue
- Low cash conversion

#### Quality



- Patient classification issues
- Missed registrations
- Inefficient service delivery

#### Culture & Engagement



- Revolving door of consultants
- Stagnant culture
- Lack of accountability & ownership

#### Patient & Physician Satisfaction



- Long delay for patient statements
- Patient throughput issues
- Physician frustration

### Results



**\$43M**

Cash Gains Realized

Record High  Engagement Scores

*“We are 3 years into the engagement, and have realized over \$43M in cash gains. In my 25-year career, I’ve worked with top accounting and revenue cycle firms, none deliver and execute like HEI. Simply put, partnering with HEI is one of the best decisions we’ve ever made.”*

- Paul Chausse, VP Revenue Cycle