

Re-Engineering Pre-Services for Enhanced Patient Experience and Record High Employee Engagement Scores



Motivation for Change:

85% of patients were not pre-registered, contributing to \$1.9 million loss per month in front-end related denial write-offs

Dismal employee engagement scores and productivity levels

Poor upfront patient collection practices resulting in 55% of patient due portion for OP services a year going to bad debt

Exponentially increasing operating costs due to increased staffing needs required for system conversion and consolidation

Engagement Highlights:

97% of scheduled services are pre-registered with no additional staff required

44% more patients assessed per day

Decreased front-end related denials by 20% in less than 3 months

Doubled service levels in less than 12-month surpassing industry standards by 17.5%

Record high employee engagement scores

11 Hospital Integrated
Healthcare Delivery Network

Portland, Maine

\$1.7 Billion
Net Patient Revenues

EPIC

"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