

Transforming Tennessee's Oldest Hospital to Become the Community's Provider of Choice



Motivation for Change:

Losing market share in competitive region as patients did not want to come to the facility, known just for Trauma

Inconsistent scheduling process for outpatient visits resulting in high cancelation and no-show rate

Lack of financial knowledge at registration and access points

High bad debt write offs and front-end related denials

Low Press-Ganey scores and frustrated physicians

Patients dissatisfied with redundant calls and forms to fill out

Engagement Highlights:

Centralized 'Customer Reservation Center' to schedule and pre-register patients, minimizing the barriers to receiving services

Patients registered within 30 days of appointment and receive expedited 2-minute registration

Improved patient visibility of schedule including map of location

Reduced insurance and demographic errors by 87%

Consistent front-end collections resulted in 400% increase in pre-service collections

Level 1 Trauma and Academic
Medical Center

Memphis, Tennessee

\$350 Million
Net Patient Revenues

Meditech to Cerner

"HEI has worked tirelessly to ensure that we are financially in a place to continue to serve our residents. To date, we've realized cash gains over \$25M from this engagement."

- Rick Wagers, CFO

*speaking about full 3-year transformation