

# Centralized Support Significantly Improves Patient Experience

Kforce assists in the development of an in-house, "one-call" 24/7 patient access center.

## Customer Profile

Acute care facility, world-renowned for its excellence in patient care and academic research.

- 3 hospitals
- 900+ resident physicians
- \$230+ million in annual sponsored research

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**By connecting with a staffing partner that closely aligns with the values of the organization, we have been able to reduce turnover substantially, promoting job satisfaction and efficient daily operations. – Logistics Administrator**

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## Challenge

Leadership sought experienced healthcare candidates to fill positions within their patient access, hospital/ambulatory, revenue cycle back office, pre-registration, insurance and 24/7 call center.

## Solution

Kforce impacted the customer's business objectives surrounding operational process improvement, patient satisfaction/customer service and operational workflow.

## Outcome

Kforce placed nearly 200 experienced professionals and reduced turnover rate for front-end staff members from eight percent to one percent.

# Kforce Improves Patient Experience

Healthcare | Case Study



**15%-25%**

of patient access teams are comprised of Kforce consultants

## Challenge

A high-performing private acute care facility on the West Coast faced new operational initiatives to improve the patient experience. The facility's ultimate goal was to develop an in-house, "one call", 24/7 patient access center. Typically operating its scheduling/call center Monday through Friday, 8 am to 5 pm, the new center would give patients immediate access to live representatives for scheduling, admissions and insurance eligibility assistance. Additional drivers included the migration to a shared service model for patient access, the implementation of a new Cerner scheduling/registration system and the need to centralize resources. The facility needed experienced staffing support to help smoothly transition to a "one call" operation, and sought the assistance of Kforce.

## Solution

The move toward consolidating the organization's separate access center and its pre-arrival unit created the need for further staffing support, and with a rigorous ramp-up period for new hires, the provider turned to Kforce to identify and recruit candidates with the relevant skills to perform at a high level. Kforce provided staffing support for the facility's information technology, finance and accounting, and Health Information Management (HIM) departments. Each specialized area was decentralized from a registration and scheduling standpoint. This included their general surgery, orthopedic, internal medicine, ophthalmology, radiology, OB-GYN, cardiology, urology, oncology and transplant departments, among others. Kforce worked with the facility to centralize each specialized function into their patient access center. Staffing support primarily focused on four frontline roles:

- Schedulers
- Access guides
- Authorization representatives
- Insurance verifiers

# Kforce Improves Patient Experience

## Healthcare | Case Study



Turnover rate  
reduced from  
**8% to 1%**

Resources  
delivered ahead  
of schedule by  
**6 months**

### Outcome

Working within a 6- to 12-month time frame, Kforce helped the organization meet its goals for improved customer service, delivered through quality communications and with complete professionalism. Within the first six months, Kforce provided 15 skilled resources to support the facility's operational objectives, including workflow and customer service improvements in the patient access center. The Kforce team helped the facility improve efficiencies in patient access including:

- Patient satisfaction/customer service scores
- Streamlined patient registration and scheduling
- Increased point of service collections
- Decreased patient wait time
- Streamlined insurance verification
- Insurance authorization turn-around time
- Reduced patient call abandonment rate
- Impacted "one-call" resolution

Partnering with Kforce substantially reduced turnover rate for front-end staff members from eight percent to one percent.

Kforce continues to collaborate with the revenue cycle, hospital and ambulatory directors. Last year alone, Kforce placed nearly 200 consultants with the customer. The administration notes that finding a like-minded partner is critical. "Look for a partner that is really focused on areas you want to grow. Then it is a much easier journey."

### About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 400 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.