

Optimized Revenue Cycle Workflow Yields Significant ROI for a Major Health System

Customer Profile

A fully integrated health network committed to quality, evidence-based patient care and cost efficiency.

- 12 hospitals
- 350 facilities
- \$3.7 billion in revenue

Kforce assisted the health system in uncovering \$80 million in receivables.

Challenge

The health system's central business office (CBO) was leveraging multiple platforms and processes, creating inefficiencies and ultimately millions of dollars in lost revenue. The Sr. Director of the CBO needed a Revenue Cycle SME to assess their environment and make recommendations on how to improve their overall workflow.

Solution

Kforce leveraged a principal consultant who specializes in revenue cycle optimization. Our consultant re-implemented a variety of workflows to streamline revenue capture for the health system.

Outcome

Within 30 days, our consultant built an approach that captured roughly \$80 million in receivables. Kforce has provided 20 additional resources within the CBO focused on patient access, medical billing, call center and process improvement.

Optimized Revenue Cycle Workflow

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\$130,000

saved human
capital costs

Challenge

A multi-billion dollar health system was in the process of implementing a central business office (CBO) to drive operational consistency across their 16 facilities. The CBO was leveraging multiple systems and processes, creating inefficiencies and ultimately millions of dollars in lost revenue.

The Sr. Director of the CBO needed a Revenue Cycle SME to assess their environment and make recommendations on how to streamline workflow and ultimately decrease accounts receivable. This SME needed to have deep industry expertise with experience in a multi-hospital revenue cycle environment. After six months of the company's internal team searching with no success, Kforce was introduced to the health system's revenue cycle's leadership via a mutual partnership organization based off of Kforce's recent success providing similar services.

Solution

Kforce leveraged a principal consultant who specializes in revenue cycle optimization. The consultant we provided had over 30 years of revenue cycle expertise with specific experience in consolidating and automating the revenue cycle process for one of the largest health systems in the North East. After discussions with the senior director, the decision was made to immediately move forward with the consultant who also saved the health system over \$130,000 in human capital costs.

Throughout the project life cycle, our consultant re-implemented a variety of workflows to streamline revenue capture for the health system. Some of this workflow included personnel changes, system optimization, reporting cadence and overall efficiencies within the end to end process.

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Outcome

Within 30 days, our consultant built an approach that captured roughly \$80 million in receivables. Due to the new processes, the health system discovered additional needs in their revenue cycle department. Kforce has provided 20 additional resources within the CBO focused on patient access, medical billing, call center and process improvement.

\$80 million

captured in
accounts
receivables

20

additional
resources

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.