

Case Study: CHRISTUS Trinity Mother Frances Health System

ABOUT THE CLIENT

CHRISTUS Trinity Mother Frances Health System, located in Tyler, Texas, is a faith-based, not-for-profit organization dedicated to creating healthy lives for people and communities. CHRISTUS is a national leader in patient satisfaction, advanced technology and quality initiatives, has served the people of Eastern Texas for more than 80 years.

Healthfuse helped us achieve \$7M in net collections and cost savings in the first 2 years. They've ensured we have an environment of transparent vendor accountability with our solutions while optimizing the value each brings to our organization and the patients we serve.

Drew Von Eschenbach, Vice President Revenue Cycle, CHRISTUS Trinity Mother Frances Health System



CHALLENGE

Facing increasingly complex revenue cycle operations, Drew Von Eschenbach, Vice President Revenue Cycle at CHRISTUS Trinity Mother Frances Health System, turned to outside vendors to help maximize reimbursements and to deliver innovative solutions to the health system. However, Von Eschenbach believed the organization needed a higher level of vendor transparency to truly understand the value they provided and to ensure a positive return on their investment.

SOLUTION

CHRISTUS engaged Healthfuse to establish its Vendor Management Office (VMO) to serve as a centralized resource to oversee vendor performance and enforce accountability. Healthfuse performed 100% account-level auditing, across all outsourced accounts and implemented new strategies to increasing collections. Healthfuse also scrubbed and certified 100% of vendor invoices to identify inappropriate or duplicative fees, reconciled inventories, renegotiated vendor contracts to best-in-market rates. This level of vendor engagement ensured each vendor aligned with CHRISTUS's revenue cycle strategy and maximize collections at the lowest cost.

RESULTS

Healthfuse identified a recurring P&L opportunity for CTMF of \$3.4 million for a total three-year impact of nearly \$8.9 million.



To date, Healthfuse has delivered:

COLLECTIONS IMPROVEMENTS



- Collections Improvements of \$3.1M**
- Improved eosp and bad debt vendor collection performance
 - Increased current vendor compliance and applied best practices to all service-level agreements



- Safeguard Initiatives of \$462k**
- Created additional outcome reporting standards and third-party budgeting for VMO
 - Selected and implement new underpayment recovery vendors to augment internal processes

COST SAVINGS



- Contract Savings of \$52K**
- Renegotiated existing eosp, bad debt and patient loan contracts
 - Implemented new standards and industry best practices for contract fee structures

FOR MORE INFO, CONTACT:

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SCHEDULE FREE VENDOR ASSESSMENT

