

## Case Study: Texas Health Resources

### ABOUT THE CLIENT

Texas Health Resources (THR) is a nonprofit, faith-based healthcare system comprised of 24 acute-care and short-stay hospitals in and around the Dallas-Fort Worth area. The health system, which serves more than 6.2 million people each year, has more than 4,000 licensed beds, 6,200 physicians, and more than 25,000 employees.



**We've recently redesigned our operations model to better support our evolution to becoming a consumer-centric organization. Healthfuse helps make this possible by bringing more in-depth transparency and accountability to all of our revenue cycle vendors.**

David Salsberry, Chief Revenue Officer | Texas Health Resources



### CHALLENGE

THR employed multiple revenue cycle vendors, including three bad debt agencies and three legal services vendors. The health system lacked insight with which to compare performance among the vendors or to evaluate compliance and return on investment. Invoice certifications were done manually to ensure no duplications among the vendors, a process that was extremely inefficient and time-consuming. They also lacked a standardized reporting mechanism, so they had to rely on the vendors to self-report results and effectiveness. All-in-all, managing vendors had become a reactive process, focused on putting out fires. They needed a way to standardize processes and data across all vendors to gain more actionable insight and a more proactive approach to vendor management.

### SOLUTION

THR chose to partner with Healthfuse, the industry leader in the management and sourcing of revenue cycle vendors for hospitals and health systems. Healthfuse's proprietary, rules-based engine, AutoAudit, was immediately employed to analyze more than 15 legacy vendors across all 16 facilities that were fully ramped with the health system's recent EPIC conversion. Auto Audit identified several vendors that were underperforming. The health system also utilized the Healthfuse VendorSource tool, the largest vendor contract database in the country, to determine the best terms for each facility.

### RESULTS

Healthfuse quickly identified a 3-year economic opportunity that will deliver \$17.3M in cost saving collections and contract improvements. The most substantial savings came from THR's Medicaid Eligibility vendor.



### To date, Healthfuse has delivered:

#### COLLECTIONS IMPROVEMENTS



##### Collections Improvements of \$450K+

- \$450k in savings from reducing third-party vendor contingency rates

#### COST SAVINGS



##### Contract Savings of \$378K

- \$378k in savings from renegotiating secondary bad-debt vendor



##### Cost savings of \$2.5M

#### FOR MORE INFO, CONTACT:

Nick Corrao, Senior Director | [ncorrao@healthfuse.com](mailto:ncorrao@healthfuse.com) | 414.988.1155

**SCHEDULE FREE VENDOR ASSESSMENT**