

## Case Study: 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

CTMF engaged Healthfuse to establish its Vendor Management Office to serve as a centralized resource to oversee vendor performance and enforce accountability. Healthfuse also performed A/R inventory reconciliation across all vendors to help ensure accounts were being worked and processed appropriately. This level of vendor engagement ensured each vendor aligned with CTMF revenue cycle strategy, and to maximize collections at the lowest cost.

### IMPACT

With Healthfuse, CTMF achieved improved transparency that improved confidence and trust in its vendor relationships. Together, they implemented controls to ensure reconciliation of invoices and A/R inventories; established best practice service level agreements on all contracts; and helped source and implement new and innovative bolt-on technologies. With Healthfuse, CTMF achieved:

**\$12.2M**  
in additive net collections  
and cost savings

**\$59.6M**  
in patient account audits and 54%  
process compliance improvement

**15.7:1**  
return on  
investment

Healthfuse has helped ensure we have an environment of transparent 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

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Healthfuse helped  
CHRISTUS Trinity Mother  
Frances achieve  
**\$7M** in net collections  
in the **first 2 years.**



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.

CHRISTUS chose Healthfuse to help manage the organization's complex revenue cycle operations across the enterprise, and to help improve vendor performance, reduce costs and maximize reimbursements.