

Case Study: Northwest Community Hospital



CHALLENGE

NCH used several vendors to manage its portfolio of accounts, but the health system lacked a reliable process to monitor and reconcile these accounts. There were few KPIs or best practices in place and vendor contracts hadn't been reviewed for market parity for years. Tracy Bonnell, Executive Director of Revenue Cycle at NCH, knew many vendors were underperforming but had limited means to analyze and drive performance improvement. She needed help identifying pain points with vendors and putting processes in place to ensure NCH receives the best return possible.

SOLUTION

NCH chose Healthfuse in part because of its AutoRecon inventory reconciliation service. With AutoRecon, Healthfuse can quickly track historical compliance rates to identify trends and monitor improvements. Through cross-reconciliation, Healthfuse is also able to identify accounts placed with multiple vendor inventories at the same time. This is essential to ensuring vendor compliance and avoiding vendor fees for the same payment. Healthfuse has and continues to review NCH's vendor contracts for cost savings opportunities.

IMPACT

With Healthfuse, NCH was able to renegotiate contracts and apply performance-based pricing models. They also implemented KPIs and best practices, reduced call abandonment rate and customer complaints, eliminated duplicate vendor fees, lowered costs, and reduced bad debt write-offs. In all, achievements in NCH's first year with Healthfuse included:

\$10.9M
in incremental cash
improvement to-date
(from liquidation)

\$49k
in recoveries
to-date

45%
improvement
in outsourcers'
productivity

\$333K
in contract savings
to-date

Engagement with Healthfuse was very eye-opening. When you have that many vendors, you have no real way of understanding what true vendor performance means. Healthfuse aligned it all and made it easy. We've been able to reduce our bad debt numbers, benefitting the organization greatly.

Tracy Bonnell
Executive Director of Revenue Cycle
Northwest Community Hospital

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With Healthfuse, Northwest Community Hospital achieved a **\$10.9M** incremental cash improvement.