

CASE STUDY

Financial & Revenue Cycle Management Information Technology (Epic)

The University of Utah Hospital is a research and teaching hospital on the campus of the University of Utah in Salt Lake City, Utah. The encompassing healthcare system provides care for Utahns and residents of five (5) surrounding states in a referral area encompassing more than ten (10) percent of the continental United States.

Since the University of Utah Hospital opened its doors in 1965, they have grown from a single hospital to an extensive health care system that includes four (4) hospitals and ten (10) neighborhood health centers staffed by 1,000 board-certified University of Utah physicians trained in 200 medical specialties. The hospital was named as the Intermountain West's first nationally certified Level 1 Trauma Center by the American College of Surgeons in 2001. The University of Utah Hospital has won many awards including being named one of "100 Great Hospitals in America" in the May 2013 issue of Becker's Hospital Review.



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“JTS Health Partners is a true partner. They go significantly further than the typical consulting group to clearly understand your needs, challenges, and specific circumstances to provide the best solution for the situation at hand.”

Ms. Jann Lefler

Director, Financial Planning & Decision Support

“University of Utah Health Care recently underwent a change to the patient billing system, an implementation that encompassed both facility and professional billing. We partnered with JTS Health Partners to perform a risk mitigation analysis and create an action plan. Our experience with the JTS team was positive.”

Mr. Clint Reid

Director, Finance

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THE CHALLENGE

University of Utah Health Care (UUHC) was in the final phase of implementing Epic's enterprise-wide revenue cycle management suite of applications (i.e., hospital billing, professional billing, registration, and scheduling). In addition, UUHC was also implementing a central billing office and a combined patient bill as part of the initiative. The implementation involved thousands of end users as well as the go-live timing that was strategically planned to avoid the holiday seasons along with seasonal patient volume concerns. Based upon the organization's current state as well as its need to maintain key cash management levels with billing accounts receivable, senior management requested that a financial risk mitigation assessment be conducted with strategic recommendations prior to launch.

COLLABORATIVE APPROACH

JTS Health Partners (JTS) performed a financial risk mitigation analysis with an operational plan to follow. JTS had great support from the client so that collectively both parties could identify key performance indicators that needed to be addressed. In addition, JTS collaborated with UUHC in designing an action plan to support all financial, billing, and accounts receivable related metrics.

ACCOMPLISHMENTS

As a result of a successful engagement, UUHC was well positioned with its planned go-live date, which was successfully met. The risk mitigation assessment, which included the financial/operational revenue cycle management findings, highlighted the areas that needed focus in order to maintain success post launch. The effective communication and involvement between the Finance and Patient Financial Services Departments within UUHS prior to the go-live date marked significant achievements for the engagement. Other key accomplishments included:

- Identifying and reviewing key financial and operational metrics applicable to revenue cycle management (including financial statements, progress reports, Epic status reports, operational issues with specific attention to the critical and high-priority matters, decision support reports, etc.);
- Developing a strategic and tactical strategy with an operational plan (with co-developed financial models) to support the financial risk areas of concern; and
- Developing a financial go-live readiness dashboard supported by the UUHC Finance Risk Mitigation Committee.

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“JTS is responsive, fair, effective, and value oriented; a highly professional organization with great integrity and customer service. The success of our Epic Implementation-focused engagement was achieved by exceptional teamwork between UUHC and JTS.”

Ms. Jann Lefler
Director, Financial Planning & Decision Support

“JTS Health Partners was instrumental in helping us project the impact this implementation would have on our key performance indicators and create an action plan which would allow the organization to be proactive in dealing with billing/AR related issues. We will certainly consider partnering with JTS Health Partners on projects in the future.”

Mr. Clint Reid
Director, Finance

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ABOUT JTS HEALTH PARTNERS

Advisory Services

- Revenue Cycle Management
- Health Information Management
- Information Technology (Epic)

Tom Stewart

President & Co-Founder
T: 404.816.6107
info@jtshealthpartners.com
www.jtshealthpartners.com

JTS Health Partners is a national healthcare and advisory professional services firm. The firm's consulting portfolio is focused on enterprise planning, clinical optimization, revenue cycle management (inclusive of health information management and back-office functions), information technology, as well as financial and operational performance improvement initiatives for hospitals and physicians. Other professional services include staff augmentation for the acute setting.

JTS remains very focused on providing our clients with tremendous value and service level. Our trademark is client satisfaction; every client to date is 100% referenceable.

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