JTS health partners

CASE STUDY

RCM | HIM

Advisory + Operational

Results

- Successful RCM/HIM Sustainability Model implemented
- 45% reduction in DNFC days
- $74M financial benefit (cumulative)
- Completed 30+ projects

"JTS' worked seamlessly with our internal teams to develop and implement a long-term Sustainability Model for our revenue cycle. In addition, they improved DNFB/DNFC and created standard work instructions to ensure ongoing improvements."

Senior Director
Revenue Cycle

Mason Health
Mason General Hospital • Mason Clinic

The Challenge

Mason Health (Mason) collaborated with JTS Health Partners (JTS) to design, build and implement a long-term RCM/HIM Sustainability Model with the following obstacles:

- Some management role(s) were in transition
- Organizational structure support had limited supervisory roles
- Client's electronic health record (EHR) system operated with numerous non-standard and customized workflows
- Charge services productivity required workflow improvements and creation of standard work
- Laboratory workflow required optimization

The Collaborative Approach

Both organizations successfully developed and implemented an overall Sustainability Model for the RCM/HIM department. Process improvement initiatives were instituted which led to workflow efficiency and more appropriate management and staffing allocations. Staffing recommendations were implemented to the RCM/HIM organizational structure to complement the department's long-term Sustainability Model.

JTS developed and implemented policies, procedures and training to synchronize movement of accounts between coding and revenue cycle teams to increase staff and charge services productivity, eliminate unnecessary transfer of accounts and expedite clean claim submissions.

The Accomplishments

- Accomplished a 45% reduction in Discharged Not Final Coded (DNFC) metric during first 12 months post implementation that complimented Mason's Clinically Driven Revenue Cycle (CDRC) environment
- Developed a long-term RCM/HIM Sustainability Model that has achieved the following post implementation:
  - Aligned the management structure to support long-term growth
  - Achieved 1.98 DNFC days; long-term target was <2.0 days

Health is our middle name...

jtshealthpartners.com | info@jtshealthpartners.com

JTS Health Partners (JTS) is a healthcare professional services and analytics firm focused on Revenue Cycle Management (RCM), Health Information Management (HIM), Health Information Technology (HIT), Healthcare Analytics as a Service (AaaS) and Financial Technology (FinTech). JTS offers consulting, operational and analytical services that align with performance improvement initiatives of healthcare systems, hospitals and physician practices.

All rights reserved ©2023 JTS Health Partners