

Case Study - Newman Memorial Hospital



Improving Processes Within An Established Epic Environment

Challenge

Newman Memorial Hospital is located in Shuttuck, Okla., and primarily serves residents of Northwest Oklahoma, Southern Kansas and the Panhandle of Texas. It is a Community Connect partner of SSM Health Care, which deployed CSI Healthcare IT to solve the ongoing staffing and financial concerns the hospital was facing.

For example, employees frequently were underutilized or overburdened with tasks, there was turnover in key positions and the billing cycles were too long, often leading to write-offs.

Solution

CSI Healthcare IT worked on-site with the CEO and the director of the billing office to define roles and responsibilities within the business office, prioritize critical IT issues and establish key metrics of the revenue cycle. In particular, CSI was able to provide its expertise and experience with Epic Systems to more effectively manage and resolve problems as they arose. Weekly meetings allowed the team to monitor progress and further refine strategies as needed.

Result

Since working with CSI Healthcare IT, Newman Memorial Hospital has seen an increase in employee efficiency through the processes and procedures that CSI created, as well as a stabilized revenue cycle, as evidenced by a 21% reduction in time invoices spent in accounts receivable.

“We’ve experienced better staff organization and accountability thanks to the metrics and revenue management principles that CSI implemented. In fact, the culture at Newman Memorial is more geared toward success than it has ever been.”

Jeffery Shelton
CEO