

CREATING AN INTEGRATED PATIENT ACCESS CENTER

CASE STUDY

DeKalb Regional Healthcare System
Decatur, Georgia

DeKalb Regional Healthcare System, headquartered in Decatur, Georgia, is comprised of a 627-bed acute care hospital, a 102-bed hospital and a minor emergency center, a third 100-bed hospital, an outpatient surgery center and 13 primary care sites.

Challenge:

DeKalb was faced with decreasing customer satisfaction ratings, lower operating margins and soaring duplicate records because of patient scheduling problems. There was a lack of technology standardization and accountability in its scheduling process. Some departments scheduled patients manually using paper and fax; others were using a variety of standalone scheduling applications. DeKalb was suffering losses because of inefficiency, decreased collections, incomplete clinical documentation, longer days in A/R, and clinical and technical denials.

A decision was made to address these business and operational challenges by redesigning the front-end process – including scheduling, pre-registration, pre-certification, order processing, financial counseling and insurance verification.

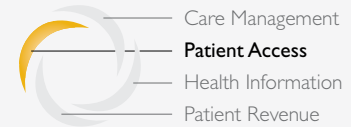
Solution:

After a thorough review, the DeKalb selection team chose QuadraMed to provide an integrated patient access center – QuadraMed Enterprise Scheduling..

DeKalb Regional initially realized a 38 percent decrease in average wait times and an increase in its customer satisfaction rating to 95 percent.

A bi-directional interface between the existing Siemens Invision ADT (admitting) system and QuadraMed was constructed. This enabled schedulers to begin capturing critical registration and billing information in one system at patients' initial point of contact – scheduling. They also collected diagnosis and insurance information at the same time. To ease the transition, departments were brought online at a rate of one every four to six weeks. Within the first year, 13 departments were live.

QuadraMed Care-Based Revenue Cycle Solutions

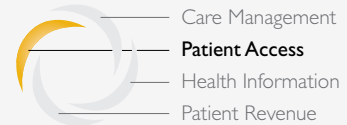


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QuadraMed Care-Based Revenue Cycle Solutions



DeKalb worked with QuadraMed to develop a seamless interface between its Access Management solution and the EAD. Prior to implementation, DeKalb did not have the ability to positively identify all patients, which resulted in the creation of duplicate records. With the interface, all patient records at any of DeKalb's facilities could be quickly and easily found in the EAD. Plans call for integrating additional QuadraMed Access Management modules including medical necessity, call-back reminder, Physician Web Scheduling and inpatient scheduling in later phases.

Results:

After implementing QuadraMed Enterprise Scheduling, DeKalb initially realized a 38 percent decrease in average wait times, a 40 percent reduction in call abandonment, and a patient satisfaction score of 95 percent. Further, the duplication rate just six months after the go-live dropped from 12.9 to less than one percent per month.

Whether helping customers find where they need to be for their visits and treatment, or helping schedule non-conflicting appointments, QuadraMed Enterprise Scheduling has proved effective to move patients through the DeKalb system more efficiently.