

MEMORIAL REDUCES A/R DAYS AND IMPROVES CLINICIAN WORKFLOW WITH QUADRAMED

CASE STUDY

Memorial Medical Center
Ashland, Wisconsin

Memorial Medical Center in Ashland, Wisconsin is a rural, 101-bed acute care hospital. There are 64 full time physicians on staff and a total of 420 employees.

Challenge:

When the time came to move to another computer system, Memorial Medical Center needed a package strong in both the clinical area and patient accounting and billing. Memorial had outgrown its old system and was looking to meet changing needs. VP and CFO Les Whiteaker, and CIO Todd Reynolds were methodical and thorough in their research.

Solution:

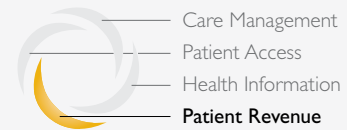
In the end, they decided on QuadraMed Patient Accounting and Clinical Care solutions. QuadraMed integrates clinical, financial, and patient information in a single patient-centered database, and is known for its flexibility, tracking every phase of patient care from registration through billing.

As a Web-based system, QuadraMed is ideally suited to Memorial's wide spread patient database. Todd Reynolds pointed out, "We needed clinical and financial applications that fully leveraged the Web to deliver quality care.

Memorial's average collection period eventually dropped to 52 days, which Memorial estimated resulted in \$4 million in improved cash flow.

"We needed clinical and financial applications that fully leveraged the web to deliver quality care. One of the things we looked at was the vendor-customer relationship to make sure we had a different kind of relationship with the vendor — working as a team. The QuadraMed team has ongoing support. They are a partner rather than just a vendor."

QuadraMed Care-Based Revenue Cycle Solutions



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Results:

Before the switch to QuadraMed, Memorial's average collection period was 84 days. It eventually dropped to 52 days, which Memorial estimated resulted in \$4 million in improved cash flow. Unlike the old system, which required a lot of paperwork to generate a bill, the QuadraMed system is paperless, which lets Memorial process more bills in less time. And with QuadraMed's clinical products, Memorial's physicians are getting better information faster, spending less time on administrative matters and more time with their patients.

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