

Revenue Cycle LITE™ Assessment

“We define revenue cycle as the experience that begins when a patient first attempts to access care and extends through the moment his bill is paid and he rates his satisfaction level as ‘extremely satisfied’.”
~ Scott Perryman, Senior Vice President of Revenue Cycle at CHC

The Situation

In a difficult economic environment, many hospitals are faced with increasing bad debt and a decreased availability of capital. The situation means limited resources for facility enhancements, technology or new services. As a result, hospitals today are focused on improving operational efficiency and creating opportunities for internally-generated capital. One of the most effective ways to build internal capital is to focus on maximizing reimbursement for the patients treated.

Additionally, addressing operational issues through a careful assessment of the revenue cycle can identify areas that are limiting a hospital's ability to improve patient satisfaction. Scheduling, registration and billing are strong drivers of a positive patient experience.

The Solution

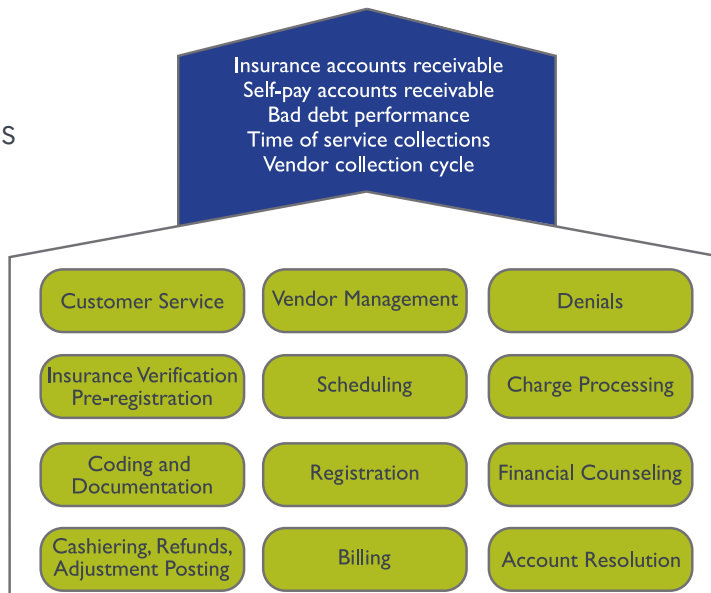
CHC's Revenue Cycle LITE™ Assessment was developed to help community hospitals of all sizes quickly identify areas of opportunity for increasing reimbursement through operational improvements. The LITE™ Assessment is a desktop analysis performed with hospital data uploaded to a web-based tool. CH Consulting, the consulting and management arm of CHC, compares hospital data to leading benchmarks and indicators of excellence in operational performance.

The philosophy underlying the LITE™ Assessment process is that hospitals manage what they measure. At CH Consulting, we understand that measuring the *right* performance indicators is critical in managing the revenue cycle. Through our LITE™ Assessment, CHC can assist hospitals in identifying weaknesses in the revenue cycle process and implementing strategies to help reach desired outcomes.

Improving Outcomes

Insurance accounts receivable
Self-pay accounts receivable
Bad debt performance
Time of service collections
Vendor collection cycle

Operational Drivers



Why CHC

As a team with hands-on experience providing Revenue Cycle Assessments for our network of hospitals, Community Hospital Corporation (CHC) offers practical solutions. Our approach can help not-for-profit hospitals of all sizes enhance efficiencies, improve quality and strengthen financial performance.

To learn more about Community Hospital Corporation and the Revenue Cycle LITE™ Assessment, please contact Mike Bowers at (972) 943-6400. Or visit us on the web at www.communityhospitalcorp.com.

The Approach

The CHC Revenue Cycle LITE™ Assessment is largely data driven and is conveniently conducted from our desktop off-site. The goal is to measure hospital performance against best practice expectations. The process begins with a data request and ends with a final report that identifies opportunities for improvement within the revenue cycle. On average, the LITE™ Assessment takes 2-3 weeks to complete.

CHC Revenue Cycle LITE™ Assessment Flow

