CASE STUDY: Cooper University Health Care

Streamline eValuator™ optimizes revenue integrity and improves operations at Cooper University Health Care.

CHALLENGE:

Cooper University Health Care needed improved results from their auditing program, better reporting (summary & detail) to assess program's impact, and a greater ROI and opportunities for long-term improvement.

GOALS:

» Create a process for pre- and post-billing reviews
» Prioritize cases for reviews with automated workflows
» Leverage thorough reporting on operational and financial performance

RESULTS:

Additional incremental revenue capture and risk mitigation

Clear insights into operational and financial impact of program

Justified addition of new FTEs to further optimize outcomes

FINANCIAL IMPACT:

8,690	497	$2.2M
Total Cases Audited	Cases with DRG Charges	New Revenue Captured via Audit Changes
$1M	$3.2M	15.9x
Risk Reduced via Audit Changes	Total Impact* on Revenue Integrity	Total Annual ROI*

combined impact of new revenue capture and compliance risk mitigated

QUICK FACTS: COOPER UNIVERSITY HEALTH CARE

1.6M+ Outpatient Visits

$1.5B Operating Revenue

663 Beds

961 Providers

CODING AUDIT CHALLENGES WITH LACK OF LONG-TERM POTENTIAL:

Cooper University Health Care was using an outside firm to handle pre- and post-billing coding audits. The **audits lacked the insights Cooper needed** to know the program was compliant and reducing revenue leakage as expected.

Cooper University Health Care was looking for:

» A technology-enabled program that delivered operational and financial improvements
» Rules-based analysis that helped prioritize cases and offered automated workflows (internal or external)
» A partnership that included strong customer support to ensure long-term success of program

"Our coders do a good job with 95% accuracy, which is what CMS recommends. However, given our size and volume of care delivery, even a little improvement in coding yields a substantial impact. Our goal was to identify ways we could effectively and efficiently improve our results."

– Maureen Trainor
Director of HIM
Cooper University Health Care

eValuator™

TO DRIVE OPERATIONAL & FINANCIAL IMPROVEMENTS

In researching potential solutions, Cooper University Health Care sought a cloud-based platform that simplified implementation while enabling use with internal or external resources. eValuator met Cooper's requirements and provided robust analytics from reporting and dashboards to monitor and optimize performance as needed.

» Strong onboarding & training made it easy for their entire team to use

» Instant analysis helped quantify and prioritize issues to ensure maximum impact from reviews

» Robust reporting confirmed improvements and helped justify additional staff to drive further results

> *"The monthly reviews with our Continuing Success Team are so valuable. They provide great insights on our ongoing performance as well as identifying areas for additional improvement."*
>
> **– Ashley Nanan**
> Manager, Inpatient Coding
> Cooper University Health Care

> *"Using the insights from eValuator, we were able to justify the addition of two more coders and a Quality Specialist. This will help us drive further improvements that increase compliant revenue for the organization."*
>
> **– Maureen Trainor**
> Director of HIM
> Cooper University Health Care

RESULTS: MAXIMIZING IMPACT & OPTIMIZING REVENUE INTEGRITY

Cooper University Health Care realized an immediate impact on operational efficiency and improved financial performance through new revenue capture and compliance risk mitigation. **Results include:**

» Average of $365 in impact per audited case*

» Established and maintained compliance performance metrics

» Ongoing education and improvements

» Total annual ROI of 15.9X*

» Strong partnership with Streamline Health, leading to expansion to include Outpatient coding optimization

combined impact of new revenue capture and compliance risk mitigated

READY TO PUT STREAMLINE HEALTH EVALUATOR TO WORK FOR YOU?

To learn more or request a demo, contact us at: Solutions@StreamlineHealth.net