

Union Hospital

Terre Haute, IN

Situation

Union Hospital sought to improve financial performance, physician satisfaction and patient experience across its health system. The departments targeted for process improvement were Case Management, Utilization Review and Denials Management.

The hospital sought to accomplish the following:

- Improve service levels to patients and physicians.
- Improve workflow by reducing duplication and rework between departments.
- Reduce preventable denials from insurance companies.

Approach

Union Hospital partnered with Vyne Medical to conduct an assessment of department processes. Working closely together, the following gaps in need of solution were identified:

- Improve efficiency with a paperless approach to insurance submissions.
- Streamline workflow with centralized access to insurance clinical submission and authorization.
- Build credibility with patients, physicians and other departments with immediate access to needed records.
- Establish proof of authorization to prevent and overturn denied claims.

Union Hospital and Vyne Medical worked together to identify and prioritize best practices to address these gaps. Best practices were implemented and hardwired through supporting technology solutions to create sustainable performance.



310-bed hospital

2 Locations

Not-for-profit healthcare system in west central Ind

Teaching hospital

Real-time Access, Real-world Results

Union Hospital has achieved excellent results in the quest to improve key performance indicators such as patient experience, financial performance and physician and staff alignment.

“Trace gives my staff assurance in their ability to provide excellent service every day. They can quickly check claim statuses and authorization information, putting patients at ease and instilling confidence among our physicians.”

Nancy Meadows

Manager of
Case Management

Solution

Automation of Faxed Insurance Clinical Submissions & Authorizations through FaxCert®

The electronic faxing solution has eliminated the need to print, scan and manually fax documents, saving time and improving workflow. Faxes are tied to the patient's record and are immediately available across the enterprise, providing proof of clinical submissions faxed to payers in support of patient authorization.

Management of Electronic Documents & Images through PixCert®

The image management solution gives the hospital the ability to capture activities performed through payer web sites, as well as pull patient records from other hospital systems when needed for clinical submission. Captured images can then be faxed electronically to payers and physician offices.

Recording & Scoring of Phone Calls & In-Person Encounters through Voice On-Demand™

The voice recording and scoring solution will give Union's teams the ability to record phone calls and face-to-face encounters with patients, physician offices and payers. Recordings will be tied to the patient's record and then monitored, scored and tracked for quality assurance.

Results

Through its partnership with Vyne Medical, Union Hospital has realized significant improvements in patient experience, financial performance and physician & staff alignment.

Patient Experience and Service Excellence

Since implementing Trace, the turnaround time and accuracy of staff responses to service requests have improved dramatically. Workflow tasks such as claims authorization and clinical review updates are now streamlined and more efficient.

Insurance clinical submissions and authorizations, statuses and supporting documentation are now available in real-time. With immediate access to these records, staff are able to perform at a higher level to create lasting loyalty among the hospital's patients and families.

Staff have also become more proactive in the management of denied claims. Armed with objective proof of clinical submissions and payer authorizations, staff are more confident in their ability to handle denials in a timely and consistent manner.

Financial Performance and Workflow

Improved financial performance has resulted from better management and prevention of denied claims, as well as improved workflow efficiency and reduced operating costs.

Trace has given Union permanent proof of authorization should it be needed to overturn a denial or expedite payment on a claim. With a more proactive approach to denials prevention, Union has significantly reduced its denials.

Because records are centrally stored, staff are able to immediately locate needed information rather than searching through paper files. This time savings opens up more availability for tasks such as checking claims status. The seamless sharing of information among teams and across departments improves collaboration and reduces rework. Management also has better visibility into workload and staff productivity.

Operating costs for the departments are significantly lower as a result of electronic filing and handling – reducing the hospital's need for paper, toner, printers and fax machines.

Physician and Staff Alignment

Improved access to needed information has resulted in quicker response times to physicians and their office personnel. When a practice requests the status of a claim, for example, the hospital can respond immediately and accurately with the most current information. This has resulted in better working relationships with physician offices, improved credibility for the hospital and increased loyalty among physicians.

Not only has the program improved alignment between the hospital and its physicians, but also between departments within the hospital. With increased visibility into records, departments are better equipped to serve other teams with accuracy and efficiency. This has heightened staff confidence and resulted in better collaboration across the health system.

Technology solutions were readily accepted by staff, and improvements were noted within 24 hours of implementation. Continued support and best practice guidance have created ongoing innovation and sustainable results.

Conclusion

Union Hospital has achieved excellent results in the quest to improve key performance indicators such as patient experience, financial performance and physician and staff alignment. Real-time access to critical fax and electronic records has created an efficient work environment, fostered collaboration among teams, reduced denied claims and improved service levels to both patients and physicians. The hospital will soon add voice recording and quality scoring as another best practice to further these performance improvements.

“Centralized access to patient information reduces departmental ‘silos,’ eliminates rework and facilitates better teamwork across departments. We provide more efficient, collaborated care across the continuum as a result of using Trace among our teams.”

Nancy Meadows
Manager of Case Management

Contact Vyne Medical today and find out
what gaps Trace can help bridge for your
organization.

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