

# Ivinson Memorial Hospital transforms its revenue cycle with Recovery and Collections Solutions; Charge, Pricing and Compliance Solutions

## Challenge

Ivinson Memorial Hospital, a 99-bed facility in Laramie, Wyoming, plays an important role in its community by serving patients in the surrounding county and as the second largest employer in its town. Significant turnover in its executive team, however, took a toll on the hospital, creating inefficiencies, compliance issues and a lack of trust from its constituents.

Ivinson Memorial Hospital, like many hospitals, was experiencing an underperforming revenue cycle. While its cash base was strong enough to keep it viable, its cash on hand was limited and the hospital was experiencing monthly losses from operations. Prior to engaging nThrive, Ivinson Memorial Hospital's net accounts receivable (A/R) days were 91 days versus an average industry benchmark of 55 days. A result of billing inefficiencies and challenges with payer rules and charge code compliance, the hospital had a 0 percent clean claims rate, meaning not one bill it produced was completely correct.

Faced with this stark reality, the new leadership team was determined to embrace a proactive approach to improve people, processes and technology and to regain the trust of the community.

## Solution

Initially, Ivinson Memorial Hospital's leadership thought they would have to manage multiple vendors to accomplish its improvement goals. Based on a recommendation, the nThrive team was brought in to assess Ivinson's current performance and to recommend an approach to achieve its goals. nThrive designed a transformational program for Ivinson Memorial Hospital, which provided an onsite team of revenue performance improvement consultants, to redesign processes and implement several revenue cycle technologies to achieve cash infusion.

With input and agreement from Ivinson Memorial Hospital executives, nThrive experts prioritized a project plan with a focus on the hospital's goals. The plan included reviews of people, processes and technology in order to determine the appropriate staffing numbers; establish prioritization, cues and work prompts, where many hospitals see the most benefit; and ensure Ivinson Memorial Hospital had the right tools available for its staff.

As part of Ivinson Memorial Hospital's technology turnaround, nThrive rebuilt the accounts receivable process by establishing the immediate use of Accounts Receivable (A/R) Services for the hospital's aged A/R accounts. In addition, the company's Web-based technology, Claims



nThrive brings a unique combination of strategic expertise and proven operational excellence to make a lasting impact on our cash flow. We work together on a weekly basis to improve financial results, and that collaboration has really been the key to our success. nThrive is bringing us issues and making recommendations sooner, rather than later."

**JOHN FROMHOLD, CEO,  
HACKENSACKUMC MOUNTAINSIDE**

and Billing Solutions and Charge, Pricing and Compliance Solutions, were used to address charge code compliance, billing inefficiencies and challenges with payer rules. In addition to Claims Management, the Charge Capture Audit tool was installed to identify potential lost revenue and charge issues before claims are submitted. nThrive also put a point-of-service collections program in place, so that when patients are registered they go through a pre-certification process prior to admittance.

## Results

In only a year working with nThrive, Ivinson Memorial Hospital generated a 193 percent return on its investment. With a net benefit of \$4.6 million in cash, equal to an extra 2-3

month's worth of revenue, the hospital's balance sheet has never looked better. The turnaround has also been experienced in Ivinson Memorial Hospital's internal organization.

Placing outside experts onsite provided technology adoption assistance and process input, which in turn impacts the hospital's culture. For example, nThrive helped managers become empowered to address and resolve issues, improving their long-term job satisfaction.

From IT to patient finance, these process improvements help employees do their jobs well and their familiarity with the technology is benefitting the hospital. Billing is running efficiently. Net A/R days are currently 67 days and continuing to improve monthly.



# \$4.6 million

Net benefit in cash – equal to an extra two to three months worth of revenue



## Engage with nThrive

Visit [www.nThrive.com](http://www.nThrive.com) E-mail [solutions@nThrive.com](mailto:solutions@nThrive.com)

From patient-to-payment,<sup>SM</sup> nThrive empowers health care for every one in every community.<sup>SM</sup>