

Case Study

HIM assessment and implementation at Good Samaritan Hospital

Delinquency rate reduced to less than 3%



“The Anthelio HIM department continues to provide day-in and day-out value to Advocate Good Samaritan Hospital. Not only does the department generate outstanding performance outcomes (world class chart delinquency rates, elimination of virtually all processing backlogs, etc.), but, over time, has become a valued business partner to the hospital. As part of our Baldrige journey, we determined that “building loyal relationships” was our strategic core competency- we are proud to have such a relationship with Anthelio.”

CFO
Good Samaritan Hospital

Advocate Good Samaritan Hospital is a 340 bed nationally recognized community hospital located in Downers Grove, Illinois and is home to the only Level I Trauma Center in DuPage County and a Level III Neonatal Intensive Care Unit, both of which carry the highest designation for specialty care awarded in the state.

Good Samaritan Hospital is the only health care organization in the country to receive the prestigious Malcolm Baldrige National Quality Award for 2010 and the seventh Illinois organization, and the only one since 2006, to receive a Lincoln Gold Award for Achievement of Excellence from the Lincoln Foundation for Performance Excellence. In addition, Good Samaritan Hospital was named a 2011 50 Top Cardiovascular Hospital in the nation by Thomson Reuters.

Good Samaritan Hospital is part of Advocate Health Care, a Top 10 health care system in the country for two consecutive years according to Thomson Reuters.

www.advocatehealth.com/goodsam

The Problem

- **Reimbursement:** Is missing documentation delaying the coding and billing process affecting timely reimbursement?

- **Accreditation Compliance:** Is accreditation at risk due to delinquent medical records?
- **Medical-Legal:** Is the care and safety of patients affected by delayed documentation?

The Anthelio Solution

Anthelio Health Information Management Services developed processes to manage record completion and then built strong relationships with the hospital medical staff and administration to achieve national best practices as recognized by The Advisory Board Company. An on-site examination by Henry Stovall, President of Advisory Services at Anthelio, revealed a DNFB (Discharged Not Final Billed) of \$750,000, indicative of coding backlog and slow billing.

- **HIM Assessment (free):** Assess Health Information Management operations for best practices.
- **Solution Development:** Design and present a Health Information Management outsourcing solution centered on hospital specific needs for management of HIM operations, coding and transcription.
- **HIM Management:** Good Samaritan Hospital's proposed solution started with assessing HIM operations and identifying opportunities for improvement.



The Outcome

Health Information Management (HIM) outsourcing put in place to manage all HIM operations, coding and transcription resulting in outstanding results including record delinquency rates sustained at national best practice levels.

Measurable benefits were realized through HIM outsourcing and partnership with the hospital.

Results at a Glance

- Record Delinquency rate improved to less than 3.0% and sustained
- Collaborative model between Anthelio and Good Samaritan Hospital promoting effective teamwork, communication and measurable results
- Long-term sustainability through ongoing best practices, educational programs, and Anthelio's unique and exclusive healthcare operational expertise in HIM operations management

About Anthelio

Anthelio is the largest independent provider of information technology and business process services to hospitals, physician practice groups and other healthcare providers. Anthelio is the only healthcare services company that has “end-to-end” services expertise, including admission/registration, IT, medical records, EMR implementations, clinical transformation, coding, ICD-10, transcription and revenue cycle services. Using its extensive healthcare provider clinical and operational expertise, technology and business process re-engineering, Anthelio helps healthcare providers bend their ever-escalating cost curve and improve their delivery of patient care, quality and operational efficiency. Anthelio is headquartered in Dallas, Texas, and has over 1,700 employees.

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