

Lenox Hill Hospital – Manhattan, New York

Facility Overview:

Lenox Hill Hospital, located on Manhattan's Upper East Side is a 652-bed, fully accredited, acute care hospital and a major teaching affiliate of the NYU Medical Center. Founded in 1857, the hospital has earned an international reputation for providing the highest quality care, training new physicians, contributing to progress in research and offering innovative outreach programs to the diverse population which the hospital services.

The hospital's Centers of Excellence provide patients with the most technologically advanced, specialized services including:

- Lenox Hill Heart and Vascular Institute of New York
- Orthopedic Surgery and Sports Medicine
- Internal Medicine/Maternal and Child Health
- Ophthalmology/Otolaryngology

These leading Centers of Excellence have resulted in patients coming to Lenox Hill Hospital from the greater New York area, other states and countries around the world.

Challenge:

The increasing complexity associated with the hospital's patient billing function, combined with expanded services, regulatory changes and staffing adjustments put significant pressure on the hospital's ability to achieve its goals associated with timely and accurate patient invoices, reduction of accounts receivables and enhanced patient satisfaction.

Action:

Lenox Hill Hospital partnered with MedMatica Consulting Associates to develop an action plan to address the organization's challenges. Particular emphasis was placed upon the following:

- Ensuring that the proper processes existed so that required information was captured during the Registration process and subsequently transferred to the Patient Accounting department.
- Tailoring the hospital's SMS INVISION Patient Management and Patient Accounting applications to support the services provided by the hospital. This included enhancements to the hospital's master files, profiles and pathways to generate the desired results.

- Development of electronic billing capabilities for many of the hospital related payers that increases payment turnaround times, edits data elements on the electronic bill and reduces manual effort associated with the development of the patient invoices.
- Development of standardized reports, utilizing the SMS tool-sets, that consistently identifies areas requiring attention and monitor the progress being achieved by the hospital.
- Transferred knowledge from consultants to identified hospital personnel so that ongoing results can be maintained and improved.

Results:

In a relatively short period of time, Lenox Hill Hospital has been able to achieve benefits associated with its collaborative efforts with MedMatica Consulting Associates. These benefits include:

- Improved and maintained cash collections per month, with several months achieving record cash collections.
- Reduction of Accounts Receivables by several days over the first 60 days of the engagement.
- Improved patient satisfaction resulting from the improved accuracy of first time Patient Statements and Bills.
- Utilization of system related tools to automatically replicate improvements in an ongoing manner.

Quote:

“The depth of knowledge and experience provided by MedMatica Consulting Associates from both a SMS INVISION and hospital operations perspective have accelerated our ability to address our challenges and create a solid foundation for further improvements”.

Walter Wencak

Director Patient Accounting and Patient Registration Services

Lenox Hill Hospital