

Bill Dunbar and Associates

PARTNERS IN HEALTHCARE DOCUMENTATION & COMPLIANCE

Success Story: Emergency Departments



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How BDA helped three Emergency Departments achieve double-digit net revenue growth

Three hospital emergency departments (EDs) realized immediate and significant benefits after partnering with the BDA team to refine their documentation, coding, and billing processes. These enhancements resulted in double-digit net revenue growth for all three EDs.



Actions and results

- » Each hospital requested a free BDA Preliminary Analysis.
- » BDA conducted a Preliminary Analysis and presented our findings to each hospital, along with customized, hard copy reports.
- » With BDA's assistance, two hospitals revised their Point Systems.
- » The third hospital used BDA's in-depth training to improve documentation and accuracy with its existing Point System.
- » All three hospitals, through the combination of BDA solutions and their own staffs' expertise, realized double-digit net revenue growth.

Benefits

- » More accurate and appropriate ongoing documentation and coding
- » Better staff alignment, resulting in improved documentation, coding, and billing processes
- » Improved documentation by physicians and nurses thanks to one-on-one training and education
- » Increased revenue capture and compliance
- » Implementation of an appeals process
- » Improved reimbursement with payers
- » Improved processes in each practice

Free Preliminary Analysis

Before St. Memorial partnered with BDA, they requested a Preliminary Analysis – and you can, too.

Your Prelim Report will be packed with customized data that reveals your most significant opportunities for net revenue growth. We'll review these findings with you and recommend targeted solutions to help you improve your bottom line. And the report is yours to keep, even if you choose not to partner with us.

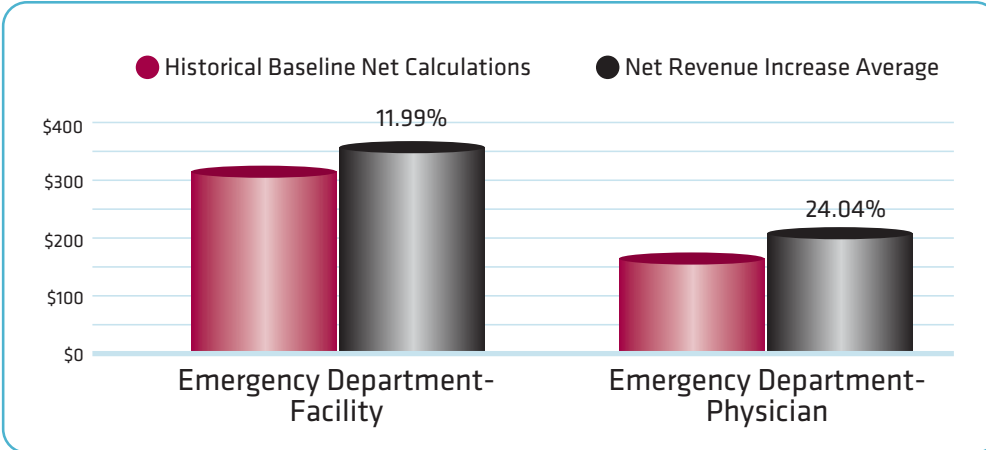
Ready to get started or want more information? Please contact us:

- » By phone: 1.800.783.8014 or 317.247.8014
- » By email: info@billdunbar.com

www.billdunbar.com | 317.247.8014 | 800.783.8014
One Park Fletcher, Suite 301A, 2601 Fortune Circle East, Indianapolis, IN 46241

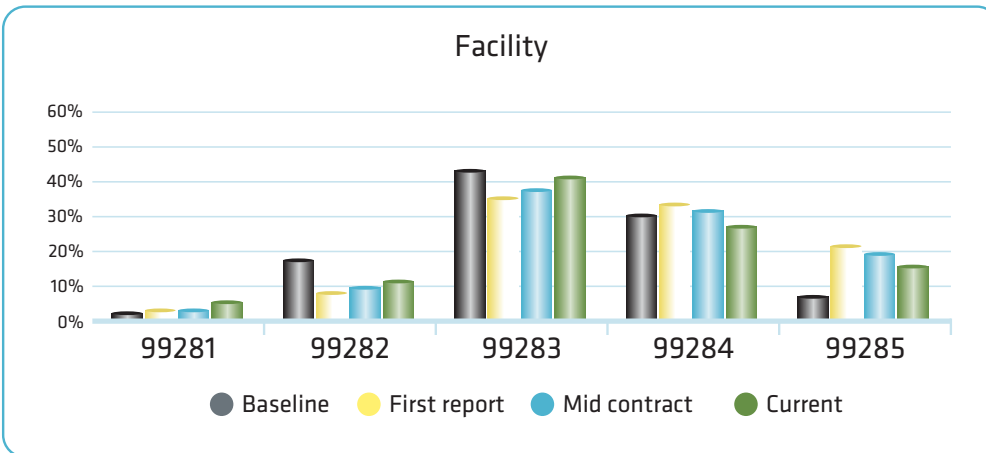
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Hospital #1: Net revenue per patient visit percentage increase, 1 year

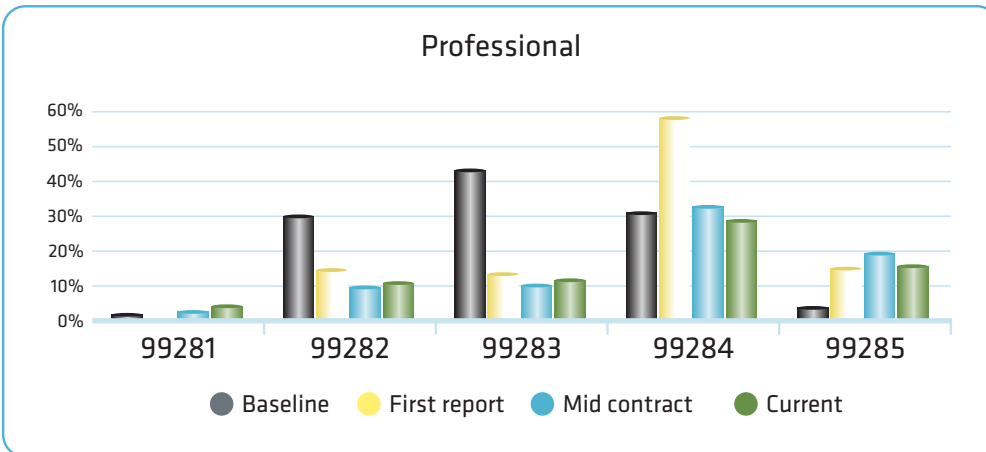


- » Facility: Implemented revised Point System
- » Professional: Endorsed coder and provider education, which was well received
- » Both: Implemented revised fee ticket

ED Level Comparison Graphs

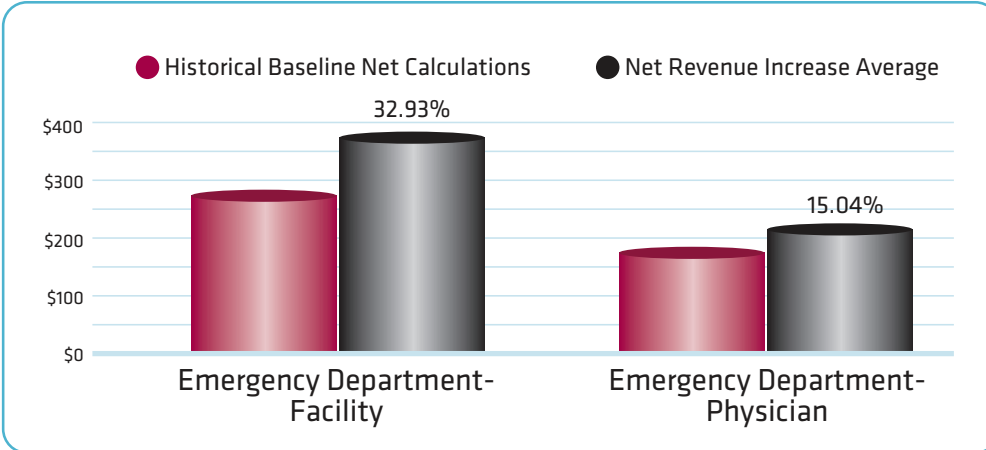


- » Implemented revised Point System
- » Promoted nursing staff training, which was well received
- » Improved provider documentation to support services



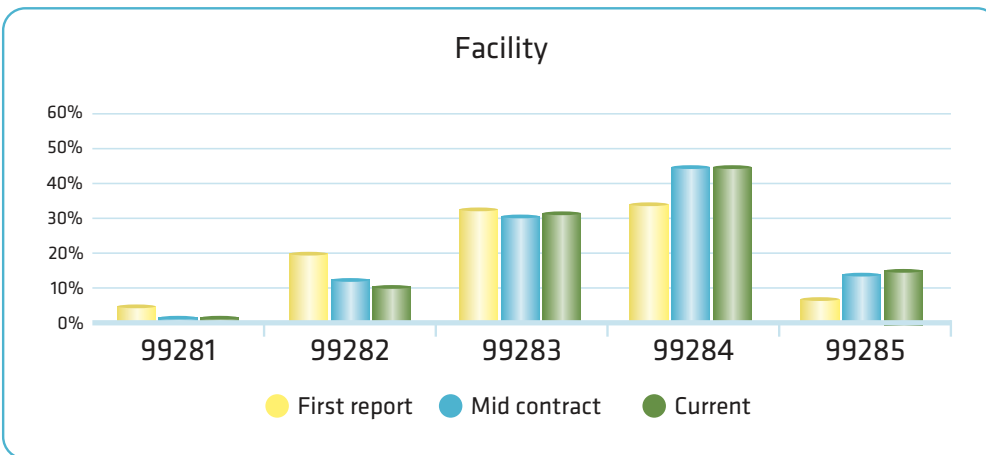
- » Conducted E/M training for providers and coders
- » Reviewed templates
- » Improved provider documentation to support Levels 3 and 4

Hospital #2: Net revenue per patient visit percentage increase, 5 years

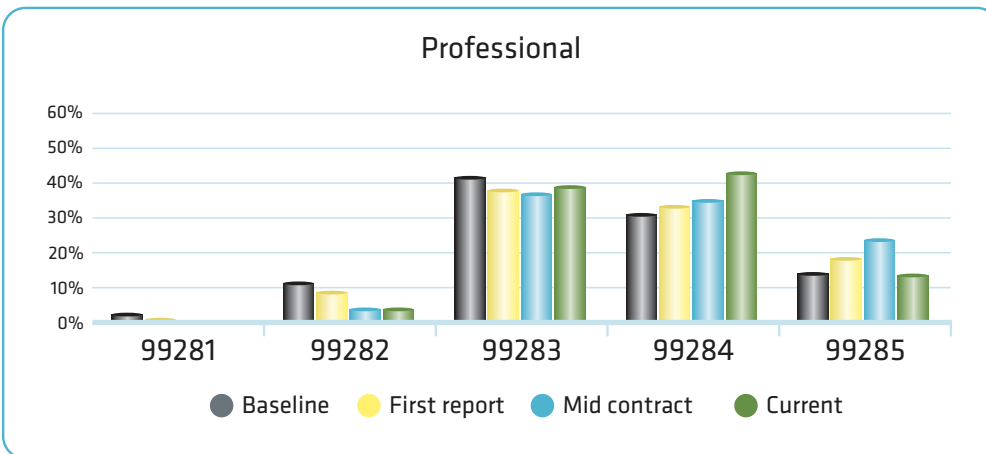


- » Implemented revised Point System
- » Trained nursing staff on procedure documentation
- » Improved provider documentation to support timed procedures

ED Level Comparison Graphs

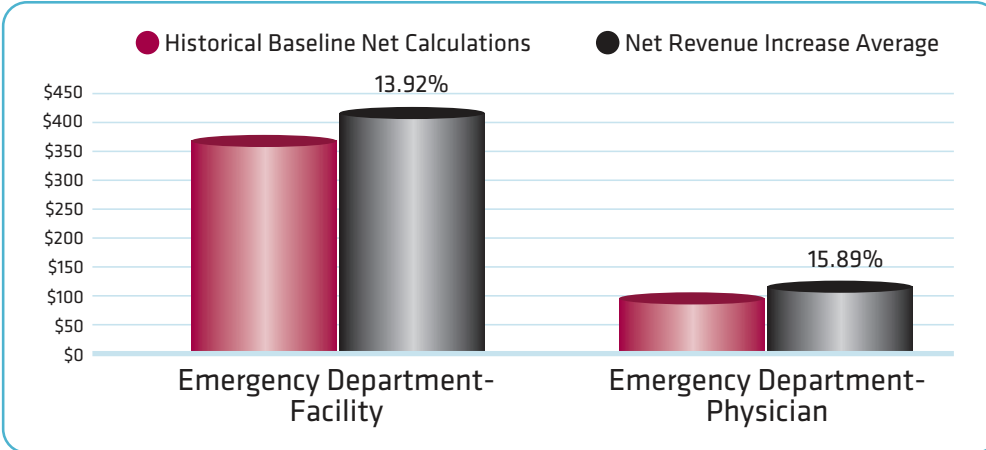


- » Implemented revised Point System
- » Trained nursing staff on procedure documentation
- » Improved provider documentation to support timed procedures



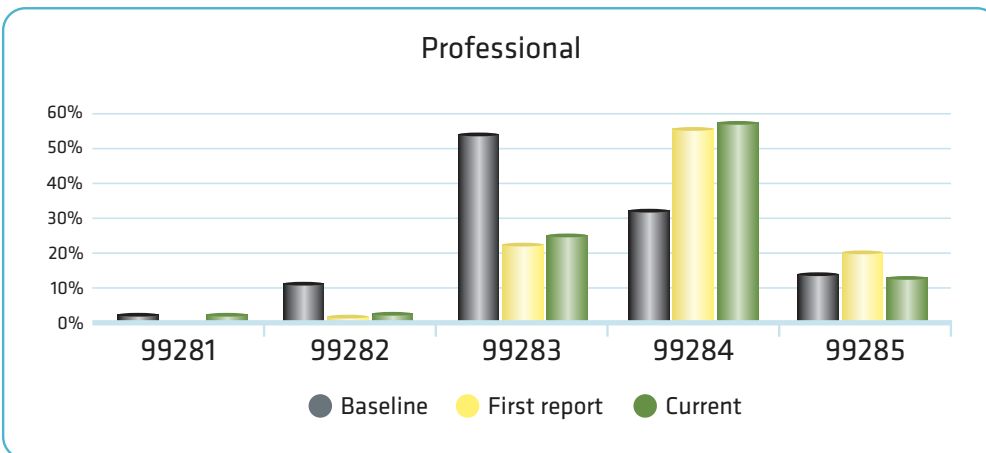
- » Conducted E/M training for providers and coders
- » Shifted Level 2s to Level 3s
- » Improved provider documentation to support services

Hospital #3: Net revenue per patient visit percentage increase, 6 months



- » Facility: Conducted provider and nursing documentation and coding education using existing Point System (it was not revised)
- » Professional: Identified codes outside of the Point System

ED Level Comparison Graphs



- » Conducted E/M training for providers and coders
- » Shifted Level 3s to Level 4s