

CASE STUDY

SUNNYSIDE COMMUNITY HOSPITAL

Improving Physician Practice Cash Collections

“Before HealthTech, we struggled with the right systems and resources to have an effective revenue cycle process for our physician clinics,” said Jon Smiley, CEO of Sunnyside Community Hospital. “HealthTech’s expertise and technology solutions provided us with the right mix of resources to achieve maximum value and results in a short amount of time. The transition was seamless and HealthTech beat our existing cash collections record in the first month. We couldn’t be happier.”

Challenge

Sunnyside Community Hospital is a 25-bed critical access hospital located in south central Washington state. The hospital owns and operates six clinics specializing in family medicine, obstetrics, gynecology, pediatrics, internal medicine, geriatrics and otolaryngology. These clinics have 15 physicians and seven mid-level providers encompassing 43,000 annual patient visits. The hospital was challenged with finding the right resources, processes and solutions to effectively manage its medical clinics’ revenue cycle.

Solution

Sunnyside Community Hospital engaged HealthTech to provide accounts receivables (A/R) and collections services for its six owned clinics through HealthTech’s Central Business Office (CBO) located in Plano, Texas. To ensure a successful transition, HealthTech’s patient accounting consultant worked with the hospital and clinic business office staff to identify and resolve related issues prior to the go-live date. In addition, the staff was trained on HealthTech’s proprietary collections and A/R reporting software, myClaimIQ. The collections part of the project was kicked off 10 days before the actual start date to evaluate the process, identify quality assurance issues and ensure that cash flow was not negatively impacted. After the start date, HealthTech continued its communication with the hospital and CBO staff, providing daily measurement and feedback of all key metrics.

Results

HealthTech’s effective preplanning and go-live implementation process has resulted in immediate positive cash gains for Sunnyside. **While most outsourcing arrangements create a cash lag for several months, Sunnyside broke its previous cash collections record for its clinic operations in the first month by 12%.** As a result, the hospital continues to improve its financial performance, paving the way for a healthy future.

800-228-0647

www.ht-llc.com



ABOUT SUNNYSIDE COMMUNITY HOSPITAL & CLINICS

- Locations: Sunnyside, WA & Grandview, WA
- Hospital-Owned Clinics’ Services: Family Medicine, Obstetrics, Gynecology, Pediatrics, Internal Medicine, Geriatrics, Otolaryngology
- Annual patient visits (clinics): 43,000
- Clinics’ Medical Staff: 15 physicians & 7 mid-level providers

