

Regional One Health (ROH) is a level 1 trauma center in Memphis, Tennessee, supporting 631 licensed beds with net patient revenues approximately \$250 million and serving as surgical teaching site for University of Tennessee Health Science Center.

**Success Snapshot**

- ✓ \$25 million in cash gains realized
- ✓ Financial results exceed assessment projections
- ✓ Transformation to high performance culture
- ✓ 6% improvement in net revenue yield



***“HEI has worked tirelessly to ensure that we are financially in a place to continue to serve our residents. To date, we’ve realized cash gains over \$25M from this engagement.”***

***-Rick Wagers, CFO***

**Leadership Vision for Change**

- Mitigate financial risk associated with future EMR system conversion.
- Improve financial performance to ensure long term, financial viability for the organization.
- Engage staff in the improvement for sustainability and ownership.

**Challenges**

**Culture & Engagement**



Undefined responsibilities leading to lack of ownership and issue escalation

**Patient, Physician, & Employee Satisfaction**



Uncoordinated schedules between case management and physicians creating level of care errors and inefficient discharge of patients

**Quality**



Backlog of \$40 million in total charges of un-coded/unbilled accounts

**Pathway to Excellence**

- 1 Analytical assessment reveals that the organization is performing substantially below benchmark and has an \$18M annual financial improvement opportunity.
- 2 HEI process engineers lead a 3-year Revenue Cycle Transformation that encompasses Pre-services, Access, HIM and PFS departments to re-engineer processes and address performance gaps.
- 3 Managerial and leadership training to drive objective, data-driven decision making across the organization.
- 4 **Expand transformation work into Care Management for reduced authorization denials and improved patient experience.**

**Results**

**\$25M**  
Cash Gains  
Realized



**No-Authorization  
Denials Reduced  
by 80%**

**Improvement in  
Net Revenue  
Yield 6%** 

Healthcare Excellence Institute (HEI), leaders in the field of health systems engineering, define the intersection of performance, engagement and outcomes for visionary health systems. Over the last twenty years, HEI has developed a transformational model that encompasses leading change management methods, data science, technology optimization, and process re-engineering to help health systems meet the growing challenges associated with delivering healthcare in today’s world.

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