

CASE STUDY

FOOTE HOSPITAL

PROVIDER PROFILE | **TYPE:** *Not-For-Profit* | **BED SIZE:** 411

SITUATION

A 411-bed facility with 2,000 employees, Foote Hospital is a regional healthcare provider serving six Michigan counties. Its comprehensive services include a Joint Replacement Center and Behavioral Health Services, and it is part of the University of Michigan Cancer Care Network.

CHALLENGE

Like many facilities today, Foote Hospital struggled with maintaining a complete and accurate chargemaster. “Bits and pieces of the chargemaster were being handled by different areas,” said Deb Lee, Chargemaster Coordinator. “The hospital created my position because no one had a 100 percent handle on the chargemaster.”

Lee, who is responsible for charge documentation and audits, had an outside vendor comb through the chargemaster file line by line to identify errors and inconsistencies. That was the first step in establishing an accurate chargemaster. Then, she turned to Accuro, a MedAssets company.

SOLUTION

“I attended a coding institute where Accuro and its products were mentioned,” said Lee. “As soon as I heard that CodeCorrect Knowledge provided timely and accurate information about code regulations and changes, I knew I needed to check into it.

“Before CodeCorrect Knowledge, everyone was using a manual process and we pulled from various sources for information. For example, the lab would rely on information from its favorite website, whereas in the business office, CMS was the website most often used. But when a facility does that, it runs the risk of having different interpretations, different views and different outcomes.” CodeCorrect Knowledge has the information in one place so the coders don’t have to spend valuable time and resources researching. An integral part of Accuro’s service is the e-mail Informant[®] service that sends code updates to designated staff members, who then share the information across the facility.

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“CodeCorrect Knowledge is available throughout the hospital,” said Lee. “Most of the staff is using the product including the business office, medical records, registration, radiology, lab and some nursing units. In fact, we’re working to have more of our clinical staff use CodeCorrect Knowledge.”

RESULTS

Accuro has dramatically increased efficiency. “It saves me hours each day in research. I simply log onto CodeCorrect Knowledge and my research is done,” she said. The billing office, too, has seen a decrease in hours spent on research by accessing CodeCorrect Knowledge at the same time they are preparing billing. Because CodeCorrect Knowledge has become the primary reference site, Foote is also saving the cost of purchasing large and expensive reference books.

“I’d recommend CodeCorrect Knowledge; it’s comprehensive and has everything you need,” says Lee. “It’s user-friendly – more so than some of the other sites I’ve used – and that saves people time. Instead of spending your time searching, you can code correctly and accurately and capture more revenue.”

ABOUT ACCURO, A MEDASSETS COMPANY

Accuro’s revenue management solutions help providers achieve optimal financial results in an era of diminishing resources and expanding regulatory complexities. Our Web-based tools help maintain an accurate chargemaster to improve reimbursement and ensure compliance; calculate expected payment; address transparent pricing issues with rational, yet optimum prices; monitor and manage payor performance, and deliver pioneering business analytics, including denials management.