

TruBridge Accounts Receivable Management Service (ARMS)

Excelsior Springs Hospital transforms from financially struggling to flourishing in just nine months

In March of 2020, Excelsior Springs Hospital was struggling financially. In fact, they had only 16 days of cash on hand, their A/R days were almost 90, and covering payroll expenses was difficult — and they had virtually zero cash in reserves.

Employment of 240 people and delivery of care for 24,000 patients was at risk. Cameron Meyer, chief financial officer of Excelsior Springs Hospital, knew the only way to keep the organization from closing was to make major changes to their revenue cycle and their business operations. They needed to find a solution, and they needed to find it yesterday.



Cash collections increased 134%



A/R days decreased by 33%



Gross revenue increased 27%



Discharged Not Final Billed decreased 90%



5-year cost savings over \$600k

The Solution

Excelsior Springs Hospital evaluated and selected TruBridge's HFMA Peer Reviewed Accounts Receivable Management Service (ARMS).

Although the return on investment (ROI) analysis showed a five-year cost savings of \$600K, the plan also called for a reduction in revenue cycle staff by 14 positions, including open, unfilled roles. Preserving healthcare for thousands of patients was the priority, which led to the difficult decision to reduce internal staff and allow TruBridge to provide the people, processes and products to achieve revenue cycle operational excellence.

"Committing to the ARMS solution was a key catalyst in our transition from struggling for survival to flourishing and expanding services. Remembering a time less than one year ago when our primary focus was maintaining cash to cover our next payroll, it is remarkable to finally be in a position of real financial sustainability," said Meyer.

The Results

In just nine short months, Excelsior Springs Hospital significantly improved financial performance in a number of areas. Most importantly, the improvements have been maintained over the duration of their partnership with TruBridge.

After a series of adjustments to various revenue cycle processes, as well as the addition of the TruBridge RCM suite of products, operated by the TruBridge team of experts, Accounts Receivable days were reduced by 33%.



- Due to medical coding challenges including, personnel turnover, DNFB was at 30 days, significantly restricting revenue and cash flow. The TruBridge Medical Coding Services team stepped in and very quickly impacted the coding process, and today DNFB is at three days — a 90% decrease.



- In collaboration with Deeann Schoenfield, revenue cycle director for Excelsior Springs Hospital, the team implemented a new operational strategy to submit clean claims more timely while simultaneously following up on aging claims and working to resolve patient balances. As a result, Excelsior Springs Hospital doubled their cash collections in the first 60 days and has continued to sustain increased cash collections by 134%.



- Most importantly, because of the overall financial success, including increasing and sustaining gross revenue by 27%, Excelsior Springs Hospital has actually expanded patient services which has created more local jobs than they initially reduced – and more valuable healthcare services for their community.

One final puzzle piece to achieving RCM operational excellence was the need for Excelsior Springs Hospital to engage an experienced revenue cycle director to collaborate daily with the TruBridge team. “Beyond the scope of providing superior products and services, TruBridge has also proven a genuine commitment to our partnership. The TruBridge team assisted in the recruitment and orientation of Deeann, who deserves ample credit for her collaborating leadership and our exceptional success,” said Meyer.

Wondering if the TruBridge Accounts Receivable Management Service can help your organization? Contact us today for a no-obligation assessment at 877-543-3635.

“With so many small hospitals on the brink of closure, we’re so happy Excelsior Springs Hospital is now flourishing. The Accounts Receivable Management Service has helped us ensure our community has quality healthcare services for years to come.”

-Cameron Meyer, chief financial officer



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