Methodist Healthcare had strong revenue cycle performance, but recognized an opportunity for further improvement. Methodist partnered with Huron Healthcare to optimize revenue cycle operations, resulting in a high-performance work culture where employees are empowered to meet future revenue cycle challenges.

Huron worked with all of the hospitals in the Methodist system, including Methodist Le Bonheur Children’s Hospital, collaborating with all levels of leadership and staff to realize improvements. The project enhanced manager performance and improved productivity, while increasing staff satisfaction – creating a proactive, accountable work culture.

Implementing performance metrics: Huron redesigned and implemented end-to-end revenue cycle process improvements to achieve a higher level of standardization, resulting in increased efficiency and performance across all hospitals.

Delivering enabling technology: The project provided sophisticated tools to monitor key revenue cycle processes, giving leaders and staff the data necessary to drive rapid, accurate decision-making. The engagement allowed Methodist to proactively manage and address billing work-in-process and financial counseling performance.

Improving operational culture: The project enhanced collaboration and teamwork between revenue cycle departments across multiple hospitals. It also helped create a culture of accountability, where rewards for improved performance became transparent.

Managing for success: Huron worked closely with key revenue cycle managers and staff, guiding them through the change management process. This coaching helped resolve long-standing breakdowns within and across departments.

- Yielded a recurring income statement improvement of $24.3 million.
- Achieved one-time incremental cash of $10 million through A/R liquidation.
- Increased self-pay/high-liability patients screened in-house by 39%.
- Increased monthly conversions from self-pay to sponsorship by 128%.
- Reduced billing work-in-process by $79.9 million.
- Enabled a 10.3% improvement of the Case Mix Index at University Hospital from 1.796 to 1.980 through improved physician documentation.

“The value brought by our relationship with Huron Healthcare has been recognized by our whole organization,” said Jessica Murphy, Director, Patient Access Services, Methodist Healthcare. “I would encourage any hospital or system to give strong consideration to the knowledge and advantages they provide.”

Methodist Healthcare is the largest healthcare provider in the mid-south, with over 10,000 employees and 1,600 beds across seven hospitals.

THE CHALLENGE

OUR APPROACH

RESULTS & BENEFITS

“What sets Huron apart is the investment they make in teaching you how to manage the revenue cycle differently. Not only does their playbook work, they make sure you know how to run it after they’re gone.”

Chuck Lane
VP, System Revenue Cycle,
VP/CFO, University Hospital,
Methodist Healthcare.

“The project exceeded our goals of improving overall collection rates and reducing A/R balances, and the improvements have been maintained since the project ended. Huron produces the results they promise.”

Chris McLean
System CFO, EVP of Finance,
Methodist Healthcare