



Full Revenue Cycle Services including Facility Patient Access Services, Pre-Arrival Services, Health Information Management, Revenue Integrity Services and Central Business Office Services

by Ensemble Health Partners

KEY FINDINGS

Healthcare Financial Management Association’s (HFMA) Peer Review designation spotlights healthcare products and services that objectively earn top ratings during a thorough evaluation process. Part of the evaluation process prior to designation is surveying the product’s current clients and prospects on a variety of topics that measure quality and effectiveness. Results are as follows:

Would Recommend

I would recommend this service to my colleagues.

Strongly Agree		78%
Agree		9%
Indifferent		9%
Disagree		4%
Strongly Disagree		0%
NA		0%

Mean Score = 4.61

Exceeds Expectations

The service exceeded expectations.

Strongly Agree		67%
Agree		22%
Indifferent		11%
Disagree		0%
Strongly Disagree		0%
NA		0%

Mean Score = 4.56

Satisfies Industry Need

The service satisfies a need in the healthcare industry.

Strongly Agree		83%
Agree		13%
Indifferent		4%
Disagree		0%
Strongly Disagree		0%
NA		0%

Mean Score = 4.78

Easy to Use

The service is easy to use.

Strongly Agree		68%
Agree		23%
Indifferent		9%
Disagree		0%
Strongly Disagree		0%
NA		0%

Mean Score = 4.59

Meets Expectations

The service met expectations.

Strongly Agree		89%
Agree		11%
Indifferent		0%
Disagree		0%
Strongly Disagree		0%
NA		0%

Mean Score = 4.89

Value

The service represents good value for the cost.

Strongly Agree		55%
Agree		36%
Indifferent		9%
Disagree		0%
Strongly Disagree		0%
NA		0%

Mean Score = 4.45

To learn more about HFMA’s Peer Review program, visit hfma.org/peerreview

