



Franciscan Missionaries – Our Lady of the Lakes streamlines post-acute referral process

Seeking to reduce payer denials and improving bottom line through operational efficiency with Covisint

SCOPE OF INITIATIVE

Franciscan Missionaries – Our Lady of the Lakes (FMOL) sought to eliminate paper-based post-acute placement processes and reduce payer denials.

FMOL, a Louisiana-based health system had humble beginnings as it was started by six Franciscan Sisters. The facility originally opened as a single, 75-bed hospital in Monroe, Louisiana, in 1913.

Today, FMOL is home to 1,500 full-time employees dedicated to improving the health and lives of the people of Louisiana. It is the largest private medical center in Louisiana with 852 beds and 300 physicians and includes four hospitals.

COURSE OF ACTION

FMOL leverages Covisint's healthcare platform for workflow management based on ease of implementation and quick time to value in streamlining processes. FMOL recognized this after initially implementing the solution in the organization's Utilization Management department.

Like many hospitals, FMOL's healthcare systems are still predominantly paper-based and inefficient. When disparate workflow management technologies are used, it's often difficult to integrate different systems, processes and workflows. Additionally, many providers find it challenging to formalize and track compliance and audit trails.

In fact, FMOL faced these very same issues with their post-acute care process. Each time a patient required post-acute placement, a paper-based referral packet was created and individually faxed to multiple post-acute facilities. The case manager would then follow-up via phone. Audit trails and communication records, if they existed, were typically written on sticky notes as reminders.

Within weeks of the Covisint solution implementation, the paper-based process of manually completing a referral packet and faxing it multiple times were eliminated.

“Before Covisint, we had to print records and manually fax them to 10 different nursing homes and wait for responses; now, it's a single click and everything is updated at once. We can know at a glance information on status, authorizations, review dates, discharge planning and other key metrics. Covisint's audit trail is great, and the solution is intuitive and easy-to-use.”

— Michelle Payne, Director of Utilization Management for FMOL

Covisint hospital customers using the workflow management solution to support their post-acute referral management and discharge planning experienced a 1.4 day length of stay reduction and an improvement in the overall patient experience. Concerned family members inquiring about a patient's discharge status can now obtain direct information about discharge alternatives.

Hospital customers have also experienced faster authorizations for example, receipt of approval numbers in 12 hours versus 24-48 hours.

RESULTS THAT MATTER

The operational improvement achieved in the post-acute placement process has led FMOL to expand the solution to admissions workflow.

To streamline communications with payers and better manage and reduce denials, FMOL uses the Covisint workflow management solution to send patient information / pre-certification requests to payers upon patient admission. Since patient information is being proactively sent to the payer upon patient admission, FMOL anticipates a significant reduction in the number of payer denials.



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Covisint Corporation

One Campus Martius
Detroit, Michigan 48226
United States of America
p 313 227 7000
covisint.com