Cerner Patient Accounting Case Study – Bridging the Gap Between IT & Operations to Drive ROI

Bridging the gap between the Cerner application and operational teams can pose challenges for organizations implementing Cerner Patient Accounting. In recent months, RoundTable Strategic Solutions has been engaged by two nationally recognized IDNs to help with their upcoming Cerner implementations. Our team is working closely with the CFO and Revenue Cycle Leadership to drive a best-practice approach to maximize the benefits of their new revenue cycle management solution while also providing guidance around avoiding the common pitfalls that impact cash and productivity during and after go-live.

RoundTable's Risk to Revenue Mitigation Program drives results. In just two weeks, the RoundTable Executive Consultant drove the organization towards a 30% improvement in the Clean Claim Rate resulting in a 2M financial improvement. Below is a brief Case Study.

Organizational Challenge: PCP Claim Errors in Excess of 2M Two (2) Weeks Post Live

RoundTable Approach: Using the Claim Error Analysis Report, RoundTable identified a trend/pattern in the top four (4) Claim Errors that were driving a large volume of claim edits and A/R within Cerner Revenue Manager. Given our revenue cycle operations AND Cerner Patient Accounting application expertise, RoundTable was able to implement a "Cerner Rule" that modified the interface and immediately reduced the Claim Errors.

Impact & ROI: In two (2) weeks, the Clean Claim Rate Increased by 30% and

resulted in a 2M Financial Improvement.

Lessons Learned: Ensure Design / Build Options Align to 12-18 Month Implementation Plan. Organizations implementing Cerner PA are making design/build decisions now for an implementation that will not roll out for another 12-18 months. Fully understanding design decisions and options today will be key to a successful implementation down the road. Operational changes can be modified, however, unraveling build decisions "after the fact" will impact timeline and may add to additional project cost.

"Our consultants have a unique skill set and bring best practices to each engagement. Clients are engaging RoundTable to serve as the Cerner Patient Accounting SME and to collaborate with revenue cycle and operational leadership to ensure feature/functionality is being designed and built in a fashion that supports the unique requirements of each organization. Clients look to us to serve as a strategic partner and guide them through the implementation process. The RoundTable Consultants havedeep understanding of data flow and touch points between Cerner Millennium's Patient Access, Clinical & Patient Accounting Applications (Inpatient & Ambulatory)," says Kyle Swarts, Senior Vice President.

For more information about RoundTable Strategic Solutions please check out our website at www.roundtablehit.com.

Contact us today to see how RoundTable can work for you.
"We Believe In The Value of Conversation"