

PARTNERSHIP BACKGROUND

Centura Health, a not-for-profit faith-based system, has 17 facilities with over 6,000 physicians and employs its own Hospital Medicine (HM) provider group, within the Centura Health Physician Group (CHPG). Centura was searching for an established partner with access to people, processes, and technology to help optimize CHPG.

GOALS

- ▶ Focus on and improve HM program economics and quality outcomes
- ▶ Align providers to new processes
- ▶ Meet KPIs tied to aspirational metrics

STRATEGY

SCP Health developed a customized program management solution to address Centura's specific situation and needs:

- ▶ Implemented revenue cycle and documentation assurance processes to address missed revenue in billing variances and impact collections per encounter
- ▶ Established management guidelines focused on finding cost efficiencies, optimizing physicians' schedules (including integrating NPs and PAs), and increasing productivity
- ▶ Educated providers on clinical documentation best practices, the complex reimbursement environment, and important patient experience levers
- ▶ Improved communication to increase physician engagement, quality of patient interactions, ability to monitor performance, and transparency with stakeholders
- ▶ Streamlined provider scheduling

This approach was successful due to two key reasons: frequent and open communications, and quick adaptation to new situations throughout the change management process.

IMPACT

Revenue results include:

- ▶ **Pre-bill days:** Decreased from 18 to 12 days (SCP Health's standard target is 15 days)
- ▶ **Chart documentation deficiencies:** 80% reduction within five months from start of contract
- ▶ **Percent variance in chart documentation:** Improved variance by 15.25%
- ▶ **Discharge day management utilization:** Increased from 86% to 91%
- ▶ **Average RVU** increased by 10% in six months

Operations results include:

- ▶ **Locums tenens use:** Reduced by 70%, and now less than 2% of schedule uses locums, equating to \$2.4 million in savings per year



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80% REDUCTION



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AVERAGE RVU
INCREASED BY 10%

