

Memorial Hospital and Manor: an RCO success story

Case Study: Memorial Hospital and Manor

In 2016, the management at Memorial Hospital and Manor came to a difficult realization: their revenue cycle challenges were keeping them from fully delivering on their commitments to their patients, staff, and community. These were some of the issues they were facing:

- **Total revenue cycle performance** was well below industry standards.
- **Cost structure** was suboptimal, and **cost reductions** were necessary.
- Local **talent and resources** were limited.
- Improvements were needed in **compliance, patient satisfaction, and revenue protection**.

Clearly, change was needed. After weighing their options, management selected Xtend Healthcare to help stabilize the hospital's revenue cycle.

The turnaround begins

In June 2016, we began work in specific areas, providing accounts receivable management, resolution assistance, and billing support for a limited number of financial classes with discharge dates greater than 30 days. By that November, we slowly began expanding our scope to support additional elements of the revenue cycle.

Full outsourcing accelerates the recovery

By late 2018, it was clear our partnership was working and that a deeper relationship could bring even more success. So that December, we worked together to implement a full revenue cycle outsourcing (RCO) agreement, transitioning all health information management (HIM), coding, and business office responsibilities to Xtend Healthcare.

By late summer of 2019 — just eight months into the RCO engagement — the benefits of the expanded partnership were clear:

- **Increased net revenue by 3%**
- Accelerated **cash collections**, reducing A/R days
- Reduced **discharged not final billed (DNFB)** and **discharged not final coded (DNFC)** balances
- Eliminated **billing backlogs**
- Overhauled **billing work queues** and streamlined **patient experiences**
- Expanded access to our deep team of dedicated **revenue cycle experts**

This is just the beginning. We are proud of our ongoing relationship with Memorial Hospital and Manor, and we look forward to ensuring continued success for our client and those they serve.



“Given the strong back office results that Xtend Healthcare initially achieved for us, it was an easy decision to expand our partnership. Now that they are applying their staff, expertise, and technology throughout our revenue cycle, we are enjoying a healthy, steady improvement in our cash flow that’s helping us meet our commitments to our patients, staff, and community.”

— Jim Lambert, Chief Executive Officer,
Memorial Hospital and Manor

Memorial Hospital and Manor overview

- Located in Bainbridge, GA
- 80 beds
- 400 employees, including 41 physicians
- Local median household income: \$26,098
- Payor mix
 - Medicare: 28%
 - Medicaid: 37%
 - Private/self-pay/other: 35%

Contact us today. Let's explore solutions to your revenue cycle challenges.

Daniel Brooks, Chief Commercial Officer • (770) 540-2628 • dbrooks@xtendhealthcare.net
xtendhealthcare.net