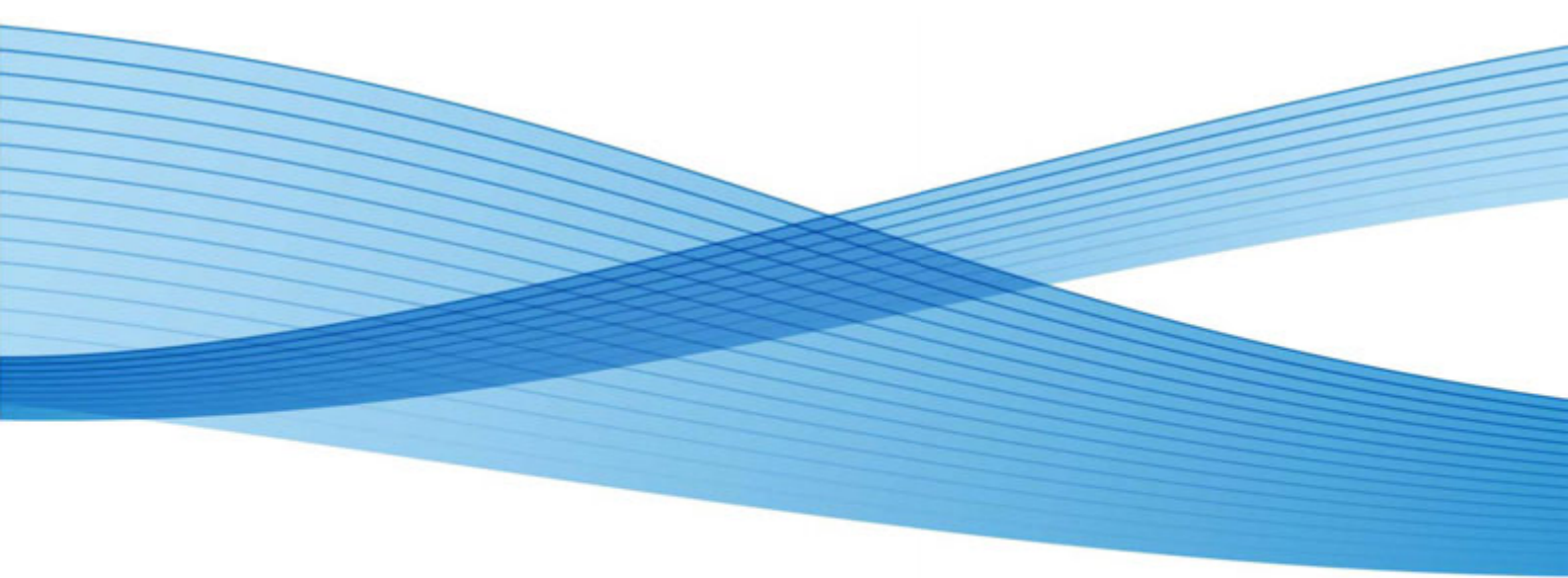


# A healthcare facility's falling revenues created a headache. They called us in the morning.

We put process improvements in place, and led the health system to a new cash collection record.



# In less than nine months after implementing our revenue cycle recommendations, Rehoboth enjoyed one of its highest cash collection months ever.

## The Challenge

Rehoboth McKinley Christian Health Care Services – an acute care integrated delivery system providing healthcare services in New Mexico and Arizona – had a financial headache. The organization knew it needed help re-engineering its revenue cycle process and related systems.

## The Solution

Our Healthcare Solutions team partnered with Rehoboth to develop a comprehensive, enterprise-wide assessment. Our recommendations addressed patient safety, revenue cycle and the MEDITECH system. We also provided interim project management, an interim clinical analyst, a healthcare information management (HIM) workflow assessment, patient financial services training, and mentoring services.

Following the assessment, we assisted with remediation efforts, primarily focusing on the revenue cycle process. Our project manager and cross-disciplinary team of consultants teamed with Rehoboth to implement the recommendations and establish a new change management process.

We were also engaged to:

- Review and remedy open billing and accounts receivable issues
- Review the Charge Master

- Help with training and education of PFS staff, PFS IT staff and the Charge Master Specialist

- Analyze clinical applications to support the hospital's MEDITECH clinical application and IT initiatives.

## The Results

Our collaborative solution improved processes and productivity at Rehoboth McKinley Christian Health Care Services. The positive outcomes: improved financials, patient safety, and MEDITECH system performance through extensive revenue cycle and process improvements.

In less than nine months after implementing our revenue cycle process recommendations, Rehoboth enjoyed measurable results, including one of its highest cash collection months ever.

**“ACS is a very professional company with solid team members who not only offer viable solutions, but also provide hands-on knowledge in implementing recommendations. ACS has been a true partner during our re-engineering process.”**

Deb Mohesky,  
Chief Financial Officer,  
Rehoboth McKinley Christian  
Health Care Services



**Sector:** Healthcare Provider

**Solution:** Re-engineer Processes for Enterprise Optimization

**Client:** Rehoboth McKinley Christian Health Care Services

**Challenge:** Eliminate financial drain on delivery system

**Results:** Improved financial and system performance

## Contact Us

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You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).

## The Bottom Line

Rehoboth McKinley Christian Health Care Services needed a delivery system upgrade and improvements to its financial systems and patient safety practices. Not only did our Healthcare Solutions unit help Rehoboth

considerably improve its processes and productivity, but we also led the health system to a new record in fiscal-year cash collection.