



Lawrence General Hospital

+3.4% annualized net revenue goals

CHALLENGE

Lawrence General Hospital (LGH) knew they needed a “whole system” approach to the problems they were having. Revenue cycle involves more than implementing the right technology or focusing on revenue cycle processes detached from other organizational processes. LGH sought a partner who could help them assess and align the entire organization – people, processes, and technology – with their revenue cycle goals.

SOLUTION

LGH’s engagement with Nordic Consulting began with an initial assessment and analysis, conducted in Q3 2021. Nordic identified issues and presented LGH with recommendations. Nordic then worked in collaboration with LGH to implement operational and technical improvements.

Results

- Validated \$8.5M in annualized revenue gains
- Process improvement
- Aligned human resources with revenue goals

Nordic is one of the best performance improvement consulting firms that I have ever worked with, and I have worked with many. Not only does the team achieve the engagement goals, but they also engage with and value the client team, making the experience collaborative and positive.

MICHELLE WHITE, Executive Director of Revenue Cycle Operations, Lawrence General Hospital

Patient Access

Results at a Glance

- ▶ Decreased the number of write-offs related to patient access processes January 2016–present
- ▶ Improved AR Days
- ▶ Increased staff productivity

Patient Financial Services

Results at a Glance

- ▶ Increased the automation of routine tasks, enabling staff to focus on high-value activities such as managing claims exceptions
- ▶ Improved collection process

Service Capture

Results at a Glance

- ▶ Increased point-of-service charge capture
- ▶ Improved CDI
- ▶ Earlier detection and management of potential clinical denials
- ▶ Decreased the number of write-offs related to medical necessity/clinical documentation

- ▶ Reduced costs associated with outsourcing accounts to third-party vendors
- ▶ Improved patient customer service related to billing
- ▶ Ongoing improvement in revenue gain

About Nordic

Nordic is an award-winning health and technology consulting company that partners with health leaders worldwide to create healthier systems, organizations, and people. Our global team of more than 3,300 professionals brings decades of experience in strategic advisory, digital and cloud initiatives, implementation and support, ERP services, and managed services. Nordic and its wholly owned family of companies support more than 700 clients in their efforts to harness the power of technology on a global scale. Learn more at NordicGlobal.com.

