

# Sentara Health Captures \$34MM in Annualized Net Cash Benefit and Drives Upstream Improvement with Accuity

## Clinical Revenue Support at Scale

Sentara Health is among the top 20 largest not-for-profit integrated health systems in the country and is one of the largest in the Mid-Atlantic and Southeast. With twelve acute care facilities in Virginia and North Carolina, Sentara is recognized nationally for clinical quality and safety and is strategically focused on innovation.

Sentara's partnership with Accuity began as the system sought a revenue cycle support solution to optimize revenue capture in alignment with the complex care delivered to patients. Seeing an opportunity, Sentara leaders engaged in a transformation initiative to reinvigorate their approach to CDI and coding.

As Sentara considered solutions, Accuity's proof-of-concept Pilot opportunity stood out as a no-brainer. The ability to validate the financial impact in advance of fees and a long-term agreement gave system leaders the confidence they needed to move forward.

## CHALLENGE

Like many healthcare systems, Sentara Health has been challenged with rising costs and the complexity of payer reimbursement in recent years. System leaders determined that optimizing its clinical revenue integrity would best equip the system to meet its fiscal goals and continue its long history of clinical quality and innovation.

However, Sentara was not just looking for a short-term bandage. They needed a partner that could provide detailed reporting on coding and query trends, and develop physician, CDI, and coding education directly supporting improvement in areas of opportunity.

Finally, with 12 hospital sites, Sentara needed dedicated implementation support to drive collaboration and streamline the process, ensuring minimal impact on internal resources.

## ACCUITY'S PROOF-OF-CONCEPT PILOT

For Sentara Health, Accuity's 60-day proof-of-concept Pilot offered to all new clients sealed the deal. With no obligation to move forward unless the agreed upon financial goals were met, there was little risk and all reward. Because the revenue impact begins within weeks of going live and the client is not invoiced until after the Pilot concludes, the engagement is cash flow positive.

Sentara's financial results during the 60-day Pilot were impressive and quickly confirmed the value of the Accuity partnership. In addition to Accuity's clinical expertise, Sentara attributes the success to the highly collaborative relationship between internal project owners and the Accuity client success team, and the peer-to-peer relationships across the coding, CDI, and physician teams.

“Accuity has gone above and beyond to deliver the data and support Sentara Health needed to achieve our transformational goals. The financial results have far exceeded our expectations and has made such an impact on our organization and our community. I highly recommend the Accuity Pilot to my peers in the industry. It's a great way to quantify your uncaptured revenue cycle opportunity while delivering significant value back to the organization.”

- Rhonda Miller, Corporate Vice President  
Revenue Cycle Operations



## THE RESULTS

Through its partnership with Accuity, Sentara Health achieved significant revenue lift. As a result, Sentara has exceeded its budget goals, and continues to innovate its mid-revenue cycle management.

Additionally the data insights on opportunities and trends, as well as the physician education delivered by Accuity have driven upstream improvement.

## ACCUITY IMPACT FOR SENTARA HEALTH

- \$34MM Annualized Net Cash Benefit
- 4.9% CMI Increase (on Charts Reviewed by Accuity)
- Improved engagement driven by physician education

### Sentara Health

- Headquartered in Virginia
- Located in Virginia and North Carolina
- \$11.2B Operating Revenue
- 2,769 Licensed Beds
- 126,160 Discharges
- 12 Sites Supported by Accuity