ACCUITY®
CLINICALLY INTELLIGENT

Silver Cross Hospital Achieves Increased Revenue Capture and Improved Quality Metrics with Accuity

Clinical Revenue Experience and Expertise for Independent Success

Silver Cross Hospital has been serving the Chicagoland area for well over a century. As one of the last independent hospitals in the region, it has a unique set of opportunities and challenges.

Silver Cross has been nationally recognized for its safety, quality, and patient experience. Its partnerships with many of Chicago's leading academic medical centers bring advanced care to the local community. Additionally, Silver Cross houses the largest robotic surgery program in the Chicago area, training surgeons worldwide.

Going into the partnership, a top priority for Silver Cross was margin improvement and clinical revenue integrity. Quality was another key focus for Silver Cross, given the saturated market in which it operates.

CHALLENGE

The rising costs plaguing healthcare were impacting Silver Cross's bottom line. While Silver Cross had a strong concurrent CDI team, an independent analysis showed that opportunities remained.

Increasing payer denials had also become a challenge for Silver Cross with the appeals process amplifying the burden on its staff.

Further complicating things, the Silver Cross team was concerned that bringing another technology into their already complex environment would be challenging and may cause more headaches than it would be worth. They didn't have endless IT resources, and couldn't add anything else to the worklist of the CDI team already at max capacity.

ACCUITY'S DENIALS SUPPORT

The most effective way to avoid lost revenue associated with denials and the cumbersome appeals process is to avoid the denial in the first place. Accuity's detailed exploration of the clinical encounter in comparison to the coded case can present the need to add a relevant CC and MCC to accurately capture the clinical picture.

In collaboration with our clients, Accuity's experienced physicians and nurse specialists support the appeal of denials related to DRG assignments on the medical records we've reviewed, in accordance with established workflow and payer guidelines. At no additional cost, our experts actively assist by preparing comprehensive, professional appeal letters with support continuing through all contractually allowable levels of written appeal, even extending to disputing the case during peer-to-peer reviews.

> "When we brought Accuity in, we knew we had an opportunity to optimize revenue capture but we had no way to prove out the potential impact with our already stretched resources. Accuity's Pilot gave us the proof we needed, and also confirmed Accuity was not just the right choice, but the only choice."
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> **- Vince Pryor, *Chief Financial Officer***

> "Aside from the financial impact, we are thrilled to have the denials and appeals support Accuity provides as part of its core service. Additionally, their expertise has helped us expand our concurrent focus to include pediatric and OB/GYN cases."
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> **- Matt Renn, Vice President Finance**

SILVER CROSS HOSPITAL

THE RESULTS

Through its partnership with Accuity, Silver Cross Hospital achieved a significant revenue lift, quickly. Denials are down, and CMI is up with chart accuracy ensured by Accuity's reviews.

Getting to go-live turned out to be a non-issue. The implementation went smoothly, driven by the dedicated and experienced support of the Accuity implementation team and the collaboration with Silver Cross's HIM, CDI, and IT teams.

The Accuity education team has presented insights from their in-depth analysis of the opportunities found to date and hosted multiple peer-to-peer discussions to align on specific areas of documentation improvement opportunities within pediatric and OB/GYN cases. Next, they'll deliver targeted improvement strategies to Silver Cross physicians.

ACCUITY IMPACT FOR SILVER CROSS HOSPITAL

- **$4.4MM** Annualized Net Cash Benefit
- **3.7%** CMI Increase (on Charts Reviewed by Accuity)

Silver Cross Hospital (Independent)

- Located in New Lenox, IL
- 348 Beds
- 20,600 Annual Discharges