

CASE STUDY

One Brooklyn Health System

With three locations deeply embedded in their communities, One Brooklyn Health (Brooklyn, NY) provides high-quality, comprehensive healthcare to the communities it serves. The health system operates a network of acute hospitals, community-based practices, long-term care facilities, and partnerships with local healthcare providers. Its patient-centered approach extends beyond medical care to enhance the health and wellness of its community, patients, and their families.

Their locations (Brookdale Hospital Medical Center, Kingsbrook Jewish Medical Center, and Interfaith Medical Center) are committed to the rich culture of their communities. With over 1 million people in Brooklyn alone, the health system “does it all” to offer needed healthcare services to the One Brooklyn Health community with a commitment to both patients and staff alike. However, serving a high Medicaid population, for which the health system typically sees a reimbursement of 60% of cost, OBHS must be laser focused on its revenue cycle.

CHALLENGE

Graham works with many departments in his efforts to ensure the revenue cycle is operating at optimum efficiency. With many patients enrolled in Medicaid plans, the clinical documentation integrity (CDI) specialists play a major role in this process. Clinical documentation is an essential part of any healthcare system’s revenue because ensuring that it can continue to provide its services to the community requires full government and commercial payer reimbursement. Full and accurate reimbursement is one of the major objectives Graham sets out to accomplish in his role with the health system.

ACCUITY’S 90-DAY TRIAL

OBHS found their solution when they were referred to Accuity by another large health system, which gave a highly positive recommendation regarding Accuity’s physician-led clinical documentation service. While there were other options for Graham and One Brooklyn Health, after one hour of being in the room with Accuity’s team, from the way Accuity simply presented complex processes like improving quality indicators, OBHS was ready to work with Accuity. The extra selling point was the 90 day, risk-free trial, which showed the confidence that Accuity had in its tech-enabled product, trained clinical team, and workflows.



“Clinical documentation accuracy and integrity is always an important part of what I do. What I didn’t realize was how successful the Accuity solution was going to be.”

- Tim Graham, Vice President of Revenue Cycle

THE RESULTS

The triad approach of Accuity—physicians, expert coders, and CDI specialists simultaneously reviewing charts—helped generate significant revenue to provide medicine and staffing, as well as having more accurate and complete medical records. Overall, with their peer-to-peer teaching and level of scrutiny in coding and medical record accuracy, Accuity continues to be a fantastic success for One Brooklyn Health. Or as Graham remarked, “[Accuity] built a better mousetrap.”

With Accuity, One Brooklyn Health had:

- A 700% return on investment
- Increased the total Annual Revenue Lift by 3%
- Increased Revenue Per Reviewed Case by 4%.

“Accuity’s solution is one of the best revenue cycle programs I’ve come across in the last ten years. Its high-quality physician-led review helps us ensure we have the most accurate clinical documentation possible, which has helped drive greater financial performance and coding compliance.”

- Tim Graham, Vice President of Revenue Cycle