

Ready for the future with an integrated platform

Springhill Medical Center is a privately-owned, full-service hospital serving southwest Alabama. For more than 40 years, the organization has taken pride in providing superior patient care with outstanding staff and state-of-the-art technology.

In October 2004, Springhill Medical Center activated Allscripts Sunrise platform with its fully integrated architecture and clinical data repository. This solution provides complete patient information to clinicians at the point of care and across the enterprise to help Springhill Medical Center offer more coordinated care. Over time, it became clear that financial data should also be seamlessly integrated to give a complete picture of the patient.

"When it comes to health IT, our CEO Jeff St. Clair sees the big picture," Senior Manager of Managed IT Services Delanea Radbourne said. "He understands the value of having an integrated clinical and financial platform...He knew that to be ready for the future, we'd need to combine them onto a single platform."

Collaborating to develop Sunrise Financial Manager

Allscripts developers worked onsite with Springhill teams to develop features and functionality for Sunrise Financial Manager. The comprehensive financial solution is designed to adapt to new reimbursement models and offer full revenue cycle functionality, including revenue capture, billing and receivables management.

Sunrise Financial Manager automates financial transactions and offers streamlined workflows to assist with error correction for more accurate information. And because it aggregates clinical outcomes, revenue, cost and reimbursement data, Springhill will be better positioned to make well-informed operational decisions. When Springhill implemented the 17.3 release of Sunrise Financial Manager in May 2018, it enjoyed enhanced features, such as new dynamic work queues that enabled billers to move items on and off task lists efficiently.

Radbourne admits there are benefits and challenges to making the switch. "While we're just beginning to see the fruits of our labor, it has been a long road," she said. But as challenging as it is to leave a familiar financial system, she acknowledged, "It's an inevitable process, because upgrades are required to remain competitive and to succeed in a rapidly changing industry."

Encouraging early results

Radbourne said that Springhill has started to make progress on its financial outcomes. "Our teams are beginning to see the benefits. We're getting claims out the door and expect to see our speed increase," she said. "We're also looking ahead to the next release of Sunrise Financial Manager, an upgrade that will further enhance the functionality of the system we've helped develop."

Client Profile

Springhill Medical Center

Mobile, Alabama, U.S.A.

OVERVIEW

- Privately-owned hospital
- 252 licensed inpatient beds
- 156,796 outpatient visits
- 55,000 emergency department (ED) visits
- 13 operating rooms

ALLSCRIPTS SOLUTIONS

- Sunrise™ Acute Care
- Sunrise™ Emergency Care
- Sunrise™ Enterprise Scheduling
- Sunrise™ Financial Manager
- Sunrise™ Knowledge-Based Medication Administration (KBMA)
- Sunrise™ Mobile MD
- Sunrise™ Patient Portal
- Sunrise™ Pharmacy
- Sunrise™ Record Manager
- Sunrise™ Surgical Care



“When it comes to health IT, our CEO Jeff St. Clair sees the big picture. He understands the value of having an integrated clinical and financial platform... He knew that to be ready for the future, we’d need to combine them onto a single platform.”

Delanea Radbourne, Senior Manager of Managed IT Services

The organization exceeded its goals for key performance metrics. For example, the target was to have 24% of Accounts Receivable (AR) at less than 90 days, and Springhill achieved 22% in 2018. Springhill’s target net days in AR was less than 45 days, and the organization averaged 43 days in 2018. These results beat a national benchmark for AR, which is an average of 47.8 days. Days Not Final Billed came in at an average of 4.84 days in 2018, below the target of 5.50 or fewer days.

As interest from Allscripts clients grows, Springhill meets with them to share its knowledge of the solution. Springhill is helping other organizations understand how best to implement an integrated financial solution.

Key Metrics	Target	2018 Actual Results
AR > 90days	< 24%	22%
Bad Debt/Charity as a % of Gross Patient Revenue	< 6.82%	5.83%
Net Days in A/R	< 45	43
Days Not Final Billed	< 5.50	4.84



To learn more, visit www.allscripts.com

Copyright ©2019 Allscripts Solutions, LLC and/or its affiliates. All rights reserved.
SS30_Springhill_03-19-19