

Deaconess Hospital Evansville, Indiana

Challenge

The region and hospital code must be the same for two facilities using the same tax ID. Patients need to be allowed to transfer between facilities. Ancillary revenue must be reported separately for each facility. Normal Invision processing of revenue by hospital service could not be used because the revenue by hospital service posts the revenue at day-end for the patient's hospital service at that time. Administration required the ancillary revenue be accurately reported down to the minute of transfer.

Process Improvement

To meet the revenue reporting requirements, a process was developed using the "C0840" component as a "Facility code". "C0840" (courtesy allowance) was selected for this indicator because it is passed to Invision patient accounting from the Invision patient management front-end thus making it available for reporting purposes from clinical as well as financial reports. The service master was duplicated from the main facility service master using a formula to add a "1" as a prefix to each service and CDM code for the new facility. A facility code field was added to PRSVC. The facility code was set at the time of registration based on the hospital service. The facility code was reset each time a patient was transferred between facilities. The "discontinue all" process ran conditionally to stop all future orders when a patient transferred between facilities using the transfer date and time as the discontinue date and time if the facility code had been changed. "C0840" was used to conditionally value order and charge codes in forms and screens via TCLs to prevent the accidental selection of the wrong facility codes for orders and charges. Ad hoc reports were created for each facility using the "C0840" value to separate census, order, and revenue.

Results

Revenue reporting for each facility was accurate down to the minute of a transfer while continuing to allow the use of one tax ID for both facilities. For tax reporting purposes the standard Invision reports remained combined.

Customer Profile

Facility: "Deaconess is a not for profit organization accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Renowned for providing high-quality medical care with a strong personal touch, Deaconess has earned a Solucient Top 100 Hospitals award for cardiac and orthopedic services and a US News and World Report Best Hospitals ranking for hormonal disease services."

Beds: 365 acute care beds teaching hospital.

Services: General medical and surgical care, intensive care, outpatient surgery services, inpatient surgery, 24-hour emergency services, cardiovascular care, cancer care, neuro care, ortho care, pediatrics care, state of art radiology services, physician referral service, pharmacy residency program, physician residency program, home-based medical care, home medical equipment, hospice care, family medicine clinic, mental health services, women's hospital, wellness programs for business and industry, support groups and programs are just some of the services offered at Deaconess.

Inpatient visits: 18,000/year

Outpatient visits: 350,000/year

Emergency visits: 65,000/year

Surgical visits: 7,500/year

Employees: 4,200 employees

Target: New facility revenue reported separately while allowing patient transfers across facilities.

Vendor & Product: Siemens Invision

ICG Consultant(s): Brenda Ward