



#### Goals:

Improve TriHealth's patient registration process in order to:

- Enhance real-time decision support for registrars
- Improve compliance to payer and regulatory rules
- Reduce errors that cause payment denials or delays
- Improve overall patient and employee satisfaction

#### Challenge:

Simplify the registration process in a complex, dynamic payer environment while eliminating the need for registrars to rely on multiple resources to remember all of the details and special variations they routinely encounter.

#### Cincom Solution:

Implement the Cincom Intelligent Guided Registration™ (IGR™) solution to direct the information-gathering process in a guided, automated manner. IGR allows the registration staff to navigate through an automated system with a simplified, consistent, and customized process. IGR will assist in answering questions accurately at all hospital access points.

#### Expected Results:

- Improved registrar efficiency
- Registrars no longer required to remember all of the details
- Reduced rework, correcting wrong health plans that have been selected
- Reduced training costs and time
- Improved compliance to contract and Medicare Secondary Payer issues
- Improved employee morale with fewer errors and better compliance
- Improved customer satisfaction with faster, more accurate registrations
- Reduced denials due to insurance-plan errors
- Potential, in the near future, for customized registration based on location and type of service

Chooser Story: **TriHealth**

## TriHealth Selects Cincom IGR™ to Help Streamline Patient Registration Processes



#### Customer Background:

TriHealth combines the strengths of two of Greater Cincinnati, Ohio's finest healthcare organizations, **Bethesda** and **Good Samaritan Hospitals**. Formed in 1995, this partnership created an integrated health delivery system with a mission to improve the health of the people it serves, with an emphasis on prevention, wellness and education.

With more than 8,000 employees, 2,000 physicians, and 1,600 volunteers dedicated to delivering personalized, compassionate care, TriHealth performs in excess of 2,000 registrations a day with registrars employed on multiple shifts at various locations. Registration involves the creation of the patient's medical record, which must be accurate in order to provide appropriate treatment and care. In addition, TriHealth's ability to collect

payments from insurance providers directly correlates to an efficient and accurate registration process. Improving the registration process provides an increased competitive advantage to TriHealth and positively influences the bottom line. TriHealth has an existing registration process that deploys many of the industry's best practices. Although the error rate is low and accuracy is high, there is always a desire to enhance the registration process. They believe that IGR will only raise the bar on their performance.

## Existing Registration Process

A key factor contributing to the complexity of the registration process is the multitude of insurance plans from which the registrar must select. In addition, there are many compliance issues that must be taken into account. Frequent insurance rule changes that are not system-driven present a challenge to the registrars.

As a result, registrars must ask a complex set of questions in order to determine the proper insurance plan for the patient. Accurately entering the correct insurance plan into Meditech, TriHealth's ADT System, is important to assure the patient's benefits are maximized and to provide the most appropriate referrals for care. If a relevant question is not asked or not answered in the proper sequence, it may result in the wrong insurance plan being selected. This has potential for delays in care and denial or delay of payment. For example, a patient may have home-care coverage but only if arranged with the contracted agency for that patient's insurance. If the discharge planner does not have the correct plan identified, arrangements could be made with the wrong agency, potentially delaying the discharge while attempting to identify the correct agency.

IGR implementation is able to:

- Reduce and simplify pre-billing auditing processes
- Reduce and simplify new employee training
- Increase employee satisfaction

## The Cincom Solution

TriHealth will implement Cincom's solution where the registrars are automatically guided through a series of relevant questions to be asked of the patient about insurance coverage. As the registrars interface with the patient and enter information into the Meditech system, Cincom Intelligent Guided Registration\* (IGR) provides real-time decision support and ensures the adherence to appropriate rules by leading the registrar through the selection and ordering of the insurance plans, thereby improving the overall registration accuracy. The IGR solution enhances the current system by empowering the registrars to gather and process the correct patient and insurance information without relying on memory for specific rules attributed to different payers.

## Why Cincom?

### High Value

The Cincom Intelligent Guided Registration (IGR) solution helps to prevent errors at the front end of TriHealth's registration process. TriHealth can enhance its existing registration system by empowering its registrars with the ability to gather and process the correct patient and insurance information without errors.

### Low Cost

Cincom's knowledge-based solution enables TriHealth to collect and apply the knowledge stored in the minds of the hospital's best registration experts, and to make that knowledge immediately available to the lesser-experienced registration personnel in an automated, guided manner. As such, much less initial and ongoing training is required to keep the registrars up-to-date and productive.

With Cincom IGR, registrars can consistently gather accurate, quality information.



\* Patent Pending

## Projected Improvements

Cincom Intelligent Guided Registration will complement TriHealth's existing registration system with a value-added, decision support solution that reduces the insurance and patient information errors. Improvements include:

### Registration Productivity Improvements

As a result of the IGR technology investment, TriHealth will be able to improve its registrars' overall productivity. The IGR solution is projected to increase TriHealth's registrar productivity by at least 5%.

### Rapid ROI

The IGR solution simplifies and improves registration accuracy through decision support and process flows that ultimately reduce the errors that lead to delayed payment or denials. As a result, the benefits of revenue improvement are many, including faster claims payments, less write-offs and less time in accounts receivable.

### Low Risk

TriHealth's registrars can develop full-function, knowledge-based applications with little to no assistance required from the IT department. This eliminates time-consuming delays and potential errors associated with application re-programming. This will allow TriHealth to quickly implement new or changed processes, policies, rules, regulations and procedures.

### Training Time Reductions for Registrars

New registrars currently require five weeks of training before they can perform at the level of competence expected. With the IGR solution, it is projected that new trainees will require only four weeks of training to reach the same level of proficiency.

### Auditing Improvements

TriHealth's required error correction and auditing will be reduced by 25%.

*"Our registrars at TriHealth cannot remember every special variation they encounter in a given day. The Cincom IGR solution prompts and assists with compliance of payer rule changes and details. Every Director over Registration will welcome this solution as a valuable addition to their existing systems!"*

– Yvonne Focke, RN, BSN, MBA, CHAM  
Director of Access & Care Management



## Overall Anticipated Benefits

The value of Cincom Intelligent Guided Registration lies in its ability to simplify and improve registration accuracy, by building decision support and process flows. As a result, other benefits realized are many:

- **Cost Reduction**

- Fewer errors leading to lower cost of rework
- Reduction in time to train insurance information changes
- Reduction in the risk of payer Medicare non-compliance

- **Revenue Improvement**

- Less re-work and faster claims payments
- Less denied claims
- Less time in accounts receivable

- **Registrar Morale**

- Improved competence of registration personnel
- Improved job satisfaction
- Increased productivity

- **Patient Satisfaction**

- Faster registration
- Fewer billing errors

*“Cincom has demonstrated that they understand our specific problems as we attempt to capture and enter accurate information. They can deliver an innovative solution that adds specific value with no need to interfere with our existing systems.”*

Yvonne Focke, RN, BSN, MBA, CHAM  
Director of Access & Care Management

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