

GRAND ISLAND CLINIC

Embraces Billing Automation and Transforms their Operations

Grand Island Clinic is a multi-specialty practice that has proudly served the Central Nebraska community for 100 years. Grand Island Clinic takes pride in providing quality healthcare to their community and aims to provide individualized, comprehensive care throughout their patients' lifetimes.

Grand Island Clinic is committed to providing the highest quality of care to their patients in the Grand Island, Nebraska community and strives to invest in the most effective technologies to better serve their patients. They are also invested in maintaining the workload and capabilities of their highly skilled staff members, who are expertly versed in medical billing, coding and understanding complex healthcare industry regulations. With over 100 employees in their clinic, they operate on the same scale as a small hospital and rely on constant improvement and innovation in their processes and systems to better manage their workload.

Changes in Clinic Leadership Sparks Change for Efficiency

When their Clinic Administrator of nearly three decades retired, Grand Island made the decision to hire Joe Armatys as their new Clinic Administrator. As soon as Joe started his new role, he quickly got to work on analyzing the clinic's current systems and assessed how the clinic's teams can better utilize their EHR and Practice Management systems integrated in their clinic. As a very forward-thinking, progress-minded leader, Joe established Operational Excellence as a strategic priority and urged his staff to try to find efficiencies in their daily workflows

CLIENT PROFILE



OVERVIEW

Location: Grand Island, NE

Founded: 1922

Services: Central Nebraska in their Grand Island location

Providers: 19

Categories: Family Medicine, Pediatrics, Obstetrics and Gynecology

VERADIGM SOLUTIONS

- » Veradigm® Practice Management (formerly Allscripts® Practice Management)
- » Veradigm® EHR
- » Veradigm® FollowMyHealth

so that the clinic as a whole can streamline their operations as much as possible.

Pam Van Heufeln, Billing Supervisor at Grand Island Clinic, took Joe's inspirational message to heart and



began to review how her team currently works in their Veradigm Practice Management (PM) (formerly Allscripts Practice Management) system daily. Pam's team is tasked with understanding new insurance rules, individual payers, Medicaid, Medicare, and out of network plans. Her coding team works with the



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American Academy of Professional Coders (AAPC) to hone their coding expertise and get advanced coding education. To better support her hardworking teams and to improve their day-to-day activities, Pam consulted with her Veradigm Senior Solutions Manager, Todd Riendeau, to take advantage of efficient features in Veradigm PM.

Grand Island Embraces Billing Automation

Pam connected Grand Island's Revenue Cycle team with Todd to better understand how they can work

smarter and not harder within Veradigm PM. After consulting with Todd, Grand Island's Revenue Cycle team implemented the robust Billing Automation feature in Veradigm PM, and the team completely embraced the solution. The idea of changing from manual to automated processes was challenging at first for the team, but they were willing to try new ways of working and supported the implementation of Billing Automation. Pam says the shift to automation has made things easier for the Revenue Cycle team: "We have done processes manually for 100 years and that is an element of control that I thought would have been more difficult to have my teams let go of – the daily control of closing all batches and updating them manually and being able to see if anything is wrong immediately."

Activating Billing Automation was as easy as a single click in Veradigm PM. By implementing Billing Automation for Grand Island, the Revenue Cycle team found that their processes became more streamlined as they removed tedious, manual tasks from their workday. The modernized processes revolutionized the way that Grand Island's staff worked and took a lot of the burden off their shoulders, "I used to always have someone here until the end of the night, but now we don't have to do that," said Pam. "We can give our staff more flexibility with their schedule – we don't have to worry about the work getting done!"

Billing Automation Transforms Grand Island's Processes

After introducing Billing Automation into the practice's revenue cycle processes, the Revenue Cycle team began to see their workflows immediately transform

into a more manageable and efficient operation. For example, the Follow-Up feature in Veradigm PM completely changed how the team worked on self-pay collections. "The Follow-Up feature is priceless. You have no idea how many sticky notes were all over people's desks!" said Pam. "Before, you had to worry about it every day – you would have to go through your list and check on all of your patients. This feature has been a timesaver and has really lent to us being able to concentrate on the work on hand. It is also encouraging our personnel to utilize the access they have to information online versus using written notes. It's all right there in one place!"

Veradigm PM further transformed the way that work was handled in the practice. Grand Island's main account manager handled all aspects of collections, so when she retired, Pam found it easier to expand the role of an insurance team member, instead of hiring more staff. Her insurance team gained the confidence to work on collecting payments, since working in Veradigm PM's Office Manager made it easy to access collection screens with a simple click. The team's active mindset on getting work done really changed the operations and Billing Automation became essential for Grand Island, "I don't know how we would be proactively getting things done without Billing Automation!" said Pam.

Increased Morale and a More Balanced Workload

A great outcome for Grand Island's staff was the increased team morale, "Morale has been really fantastic!" said Pam. "From a lot of the work that our management team has been doing with cultivating our employees and trying to promote a positive work environment, adding in Billing Automation makes our jobs easier and makes our staff more effective at doing their job." Pam also exclaimed that the team's confidence levels greatly increased, "My teams are confident with the information in front of them when



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After the Revenue Cycle team implemented Billing Automation in Veradigm PM, Pam started to see more engagement from the staff with their work. To spark some change in their daily routine, Pam started a fun challenge with her insurance team and challenged each team member to complete their self-pay follow-up work in Office Manager and also work 50 of their accounts within 2 weeks. The team loved the challenge, as Office Manager made it incredibly easy to work on their follow-ups. Since Pam's challenge, her team has asked for more accounts to be assigned to them!

Veradigm PM's Billing Automation feature has saved countless hours of manual work for Grand Island Clinic and made an impactful change on how work was being done in the practice. Instead of staying late and working overtime, more staff members are leaving on time and are less burdened with manual, cumbersome tasks. "All I can say is that I wish we did this sooner. The positive outcomes from implementing Billing Automation have far exceeded my expectations," said Pam.

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