



CASE STUDY

New System Migration

Converting to a new system doesn't have to cut into staff productivity or disrupt revenue cycles.



"We were impressed with Aspirion's ability to quickly fill the gaps in our revenue cycle talent. They offered technology-driven solutions to the challenges posed by our conversion to Epic."

Vice President of Revenue Cycle
Aspirion Healthcare System Client

At a Glance

Challenges

- Staffing shortages.
- Effective management of electronic health records system migration without losing revenue.

Results

- New system migration without any loss in staff productivity rates or collection efforts.
- Accounts Receivable (AR) collection for the legacy data exceeded hospital's financial estimates.
- Financial savings as a result of Aspirion hosting legacy system.

About the Healthcare System

This case study focuses on a large, non-profit, 6-hospital academic and multi-specialty healthcare system located in the southern United States.

The healthcare system serves more than 600,000 patients annually and works with over 2,700 affiliated physicians.

Challenge

After a natural disaster, a large six-hospital non-profit healthcare system faced a bevy of challenges, including staffing shortages and the need for a more efficient system without losing their revenue stream. Unable to staff revenue cycle positions internally, the system brought Aspirion Healthcare on board to solve their staffing problems. That project was so successful that when the time came to convert from Siemens/Invision to Epic, the system's Vice President of Revenue Cycle knew Aspirion would again be a valuable partner.

A new system conversion, while necessary, also intensified some pain points for the healthcare system.



"We understood that migrating to Epic was best for us from an operational standpoint, but felt concerned that our staff productivity would falter in the process."

Vice President of Revenue Cycle

Aspirion Healthcare System Client

Training staff on a new system, while recovering from the aforementioned challenges—all without a downturn in productivity—was essential and yet a logistical conundrum.

In order to maintain productivity and avoid system downtime, staff would need access to the legacy Siemens/Invision system. The client sought a hosting solution outside of its legacy system as the vendor required a long-term contract just for access to the data housed in the legacy system.

Another concern and challenge of this project was the ability to maintain financial AR metrics and goals during the conversion to Epic. A goal was set to minimize leakage as well as experience no reduction in net AR.

Solution

The healthcare system was able to find solutions to all of their challenges in Aspirion. With a business partnership already in place, the VP of Revenue Cycle expanded the relationship with Aspirion to include new system conversion management. Aspirion developed a Hosting System to manage all receivables in the legacy systems as well as enable access by customer service, legal and others allowing the client to end their business relationship with Siemens/Invision.

Implementation

Aspiron was brought on very early in the conversion process, which allowed time for staff training prior to the new system going live. This created a smooth process for the client, who experienced no downtime in the process. Because of early involvement, the Aspiron team was able to move quickly and efficiently through assisting in the implementation, as well as serve in the role of advisor to the client through the Epic installation and customization process.

Pain points were addressed regarding staff productivity and workflow in the new system well before the final conversion was implemented. To ensure complete conversion, Aspiron hosted and managed all data in the legacy Siemens/Invision system after Epic was introduced. Staff could access legacy data but had to move forward in the new system, which allowed for a universal and faster adoption of Epic.

Results



Through their partnership with Aspiron, the hospital system successfully—and quickly—converted to their new system. As a result, staff proficiency rates soared. The health system exceeded projections for Accounts Receivable collections, without any

reduction in net AR during the Epic conversion. Quick adoption times allowed the healthcare system to see the benefits of their migration to Epic much sooner, which encouraged staff to remain productive and positive during the transition.

With Aspiron hosting the legacy system, all hospital departments were able to access key data points held therein. Greater access to this data proved useful to other departments, such as legal, customer service, and bad debt collection teams. This solution allowed the health system to save money, as Aspiron's hosting rates proved more affordable than Siemens/Invision. Additionally, the hospital did not have to pay to port the legacy systems to the new Epic system.

With Aspiron managing revenue cycle accounts receivable for the legacy system, staff was able to focus on the new system without distraction. Aspiron substantially exceeded estimates of accounts receivable recoveries for the legacy system. Due to the success of this project, Aspiron was engaged to complete another New System Conversion for an acquired hospital after the initial Epic conversion.

Engage with Us

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