Accelerating Chart Closure to Enhance Revenue Cycle Efficiency

At a glance

A hospital client faced delays in physicians closing patient charts, impacting several areas. These delays led to billing delays, increased denials, and higher compliance and audit risks.

Key metrics

Time to Closure: Reduced from 15+ days to 2 days.

Revenue Cycle Acceleration: Shortened time-to-cash for billed services.

Denial Rate Reduction: Fewer claims delayed or denied due to incomplete documentation.

CHALLENGES

Delayed Cash Flow: Services could not be billed until charts were closed, prolonging payment cycles.

Provider Accountability: Lack of visibility into closure rates by provider and clinic.

Operational Inefficiencies: Manual efforts to track and remind providers of open charts.

SOLUTIONS

We addressed this issue by designing and implementing a Power BI dashboard that:

Tracked Chart Closure Rates: Monitored the percentage of completed encounters still open.

Granular Insights: Offered breakdowns by clinic and individual provider to raise accountability.

Real-Time Awareness: Provided leadership with up-to-date insights into trends and areas needing attention.

Promoted Accountability and Solutions: Enabled targeted interventions and encouraged collaborative problem-solving to assist providers.

OUTCOMES

Dramatic Reduction in Time to Closure
Reduced the average chart closure time from 15+ days to just 2 days.

Improved Revenue Cycle
Faster chart closures allowed quicker billing, improving cash flow and reducing denial rates.

Enhanced Compliance
Lowered risks associated with incomplete documentation and billing delays.

Provider Accountability
Increased awareness led to more proactive behaviors among physicians.

SYNTRIX

Stop Bottlenecks. Build BI that Scales.

syntrixconsulting.com

info@syntrixconsulting.com