

PBRC Case Study

Immediate ROI Objectives being met at Eastern Health



**IMPROVED
PATIENT AND EMPLOYEE
SATISFACTION**



REVENUE UPLIFT



OPEX REDUCTION

The introduction of Power Billing and Revenue Collection (PBRC) sees PowerHealth now working with Eastern Health in the areas of billing and costing. Eastern Health have utilised PowerHealth's costing product, PowerPerformance Manager (PPM), for over 15 years.

Customer Snapshot

Eastern Health (EH) is one of Melbourne's largest metropolitan public health services with a turnover of over \$1.1 billion per annum.

They provide a range of emergency, surgical, medical and general healthcare services, including maternity, palliative care, mental health, drug and alcohol, residential care, community health and statewide specialist services to people and communities that are diverse in culture, age, socio-economic status, population and health care needs.

Project Snapshot

The implementation of PBRC across the EH network represented a fantastic opportunity for EH to streamline its billing processes, replacing 17 billing systems with PBRC as EH's enterprise wide billing system, bringing about positive change for both patients and staff.

Improvements in patient experience are a major focus of the project, along with increases in revenue capture.

Project Outcomes

Currently one release has been completed in a two-release strategy, with expected project outcomes of;

Improved Patient Satisfaction

- Improved patient experience of communication and processes, delivered through the creation of 60 standard letters, developed in consultation with Eastern Health's Consumer Information Committee
- "One bill" for a patient, "one view" of debt

Revenue Uplift

- Once off uplift in revenue via review of historical billing
- Ongoing uplift in revenue through system and process improvement, targeted at 6% of historical billing

Improved Employee Satisfaction

- Improved employee engagement and satisfaction due to better systems and processes to make their job easier

Operating Expense Reduction

- Reduction in operating costs for printing, postage, stationary, delivered through integrating a mailhouse with PBRC for correspondence delivery
- Reduction in bad and doubtful debts (B&DD) and write offs through collection effectiveness and a shorter contact to cash cycle
- Reduction in external vendor costs from less billing systems and improved inhouse collection effectiveness, delivered through configuring PBRC to automate collection processes

Lower Operational Risk and Enabling Flexibility in Market

- Reduction in operational risk caused by reliance on "End of Life" systems
- Reduction in IT risk due to simplification of systems (and less of them) to manage and maintain
- Enable flexibility for EH to obtain "best of breed" clinical systems
- Enable Eastern Health to have a "best of breed" billing system

"Support from PowerHealth for any challenges post Go-Live has been invaluable. This release has been completed in a COVID-19 world, where we have also transitioned to full working from home for the project team, and 80% for the Patient Accounts team.

We have not yet reached our end vision and full capability, so haven't seen our full vision of operational efficiency yet, but are confident this will come with configuration changes PowerHealth are making for us in Collections, and the partnership we have entered to be first to market in PBRC Mobile this year. We are excited for what comes next"

Marina Hocking,

Project Manager - Single Billing System Project

Project Outcomes to Date

Whilst early days for PBRC at Eastern Health, results are positive, including:

- During the formation of the Business case, a review of existing system and process capability led Eastern Health to forecast that 6% of revenue was not raised due to process and system complexity. Already 7% revenue leakage for Inpatient revenue has been solved, exceeding the year 1 business case estimate.
- 13 billing systems have been consolidated into PBRC, simplifying processes and improving effectiveness

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