



## Ohio Valley Surgical Hospital

PatientFocus partnered with Ohio Valley to implement its Patient Financial Engagement solution, driving an increase in patient revenue while protecting the patient experience.

### RESULTS

PatientFocus created over 93,000 touches across 11,000 patients (averaging 8 touches per patient) in the last 12 months for Ohio Valley Surgical Hospital resulting in:



Patient-pay revenue collection rate (the national average for surgical hospitals is 12%)

A Patient Satisfaction Score of 89 (the national average for medical billing offices is 18)



A 45% decrease in call volume to Ohio Valley's billing office

### CLIENT

Ohio Valley Surgical Hospital ("OVSH") is a leading physician-owned medical and surgical care facility serving the greater Dayton region. Established in 2009 in Springfield Ohio, OVSH's mission has remained unchanged: To Elevate The Standard Of Healthcare In Our Community. This focus on providing patients with the highest level of care has earned Ohio Valley a top 5-star rating for Quality and Patient Experience from the Centers for Medicare and Medicaid Services (CMS). Ohio Valley is the only hospital in the Dayton and Springfield area to earn this perfect score.

### CHALLENGE

OVSH wanted to take the exceptional level of patient experience they had created on the clinical side all the way through the billing experience post-discharge. Because the hospital is physician-owned, they also knew that when a patient complains to a physician about the billing process, that is one complaint too many. OVSH began identifying areas for improvement including patient statements, the payment portal, and call center. With this comprehensive approach, OVSH began to look for a partner that put the patient first and had the technology platform to be convenient for patients and consistent throughout the process.

### SOLUTION

OVSH partnered with PatientFocus to manage the patient-billing process, working closely to ensure patient data moved seamlessly between systems. From customized statements to the online portal, patients could access all necessary billing information, manage payments, and speak with a billing expert when needed. PatientFocus' team of Client Service Account Managers worked with the OVSH team to establish the best practices specific to the OVSH's needs. This level of partnership allowed PatientFocus to develop a patient engagement strategy that provided OVSH patients with a clear, consistent, and convenient experience. This proven approach drove an increase in patient revenue while protecting the patient experience that OVSH physicians have worked so hard to deliver.

*"Our mission is always going to be to provide the highest quality service and experience we can for our patients, and having a specialist in patient pay that shares that mission is important. We don't want the patient to think that just because we fixed them up physically, we are done. We want to take care of them post discharge through the billing experience as well."*

– Craig Terrell, Chief Information Officer, OVSH