



THE KRAMER GROUP

**HEALTHCARE
TECHNOLOGY
SOLUTIONS**


When it matters most.

**ABOUT
ORLANDO HEALTH**

- 14,800 Employees
- 8 Campuses
- 50,000 Registrations
- 1,788 Beds

**INITIAL RQI
RECOVERY:**

\$8M

**ANNUAL RQI
RECOVERY:**

\$2.2M

Orlando Health Receives \$8 MILLION ROI with Installation of Registration Quality Improvement – RQi

SITUATION

What essentially began as a schematic on a napkin at a medical industry conference has blossomed into a software program providing hospitals with 100% billing accuracy, fewer billing errors, and improved employee and patient satisfaction scores.

Orlando Health (OH), formerly Orlando Regional Healthcare, was instrumental in the development of Registration Quality Improvement (RQi), developed by medical software company The Kramer Group/TKG Healthcare Technologies. Both based in Orlando, Florida, the two companies have a long history of partnering in patient accounting so they joined forces and hashed out the details of what would later become RQi.

SOLUTION

“TKG offered a solution that would allow us to build the rules and control what we needed to on each account in order to reduce billing errors on the front end and improve our revenue cycle,” said Craig Pergrem, OH Director of Patient Business. *“We are now able to look at accounts in two ways: Discharged (D) and Billed (B). Our previous manual process showed us 10% of accounts registered, and we were usually in the 83 – 85% range,”* said Pergrem.

RQi allows staff the ability to make corrections before an account hits “B” status, therefore improving the accuracy rate of account billings. Today, since going live with RQi, Orlando Health stands at 99% billing accuracy. Their previous 93% scores now hover at an average of 96 to 97% for “D” status accounts, with many of their representatives and facilities maintaining 100% in both the “D” and “B” accounts.

SAVINGS

“In a hospital that records 50,000 registrations per month and daily accounts receivable of \$2.6 million, our first year savings was \$8 million. Today we maintain an annual savings of approximately \$2.2 million due to the correction of errors prior to billing using RQi,” said Pergrem.



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RQi also serves as a continuous educational tool by providing scoring and teaching tools to staff on a daily basis. Employees have the ability to keep a running QA score on their RQi home page so they always know where they stand from an error perspective on a daily, monthly or quarterly basis. This means there are no surprises when its time for annual reviews. Hospital clients report employee satisfaction surveys have shown improved scores with the implementation of RQi as well as reduced turnover.

Orlando Health has worked to improve patient access professionalism, accuracy and accountability for years. By implementing RQi, OH has implemented the most comprehensive, accurate and cost effective way to review and account for 100% registration and information accuracy, while achieving a level of employee training and patient satisfaction never before accomplished.

