



THE KRAMER GROUP

**HEALTHCARE
TECHNOLOGY
SOLUTIONS**

**ABOUT
NEW YORK
PRESBYTERIAN**

- 2,242 Beds
- 16,212 Employees
- 2M annual inpatient and outpatient visits
- \$2.9 Billion Annual Revenue

**INITIAL RQI
RECOVERY:**

\$1.5M

New York Presbyterian Hospital ...a RQi Success Story



NEWYORK-PRESBYTERIAN HOSPITAL (NYP), based in New York City, is the nation's largest not-for-profit, non-sectarian hospital. The 2,242 bed hospital has nearly two million inpatient and outpatient visits each year. NewYork-Presbyterian provides state-of-the-art care in all areas of medicine at five major centers and was struggling with long bill holds at its two hospital systems: NewYork-Presbyterian Hospital/Weill Cornell Medical Center and NewYork-Presbyterian Hospital/Columbia University Medical Center.

SITUATION

NYP Patient Access Director, Brenda Sauer, learned about The Kramer Group Healthcare Technology Solutions (TKG) web-based hospital registration system, RQi (Registration Quality Improvement) during a NAHAM conference. NYP was looking for a solution to reduce its bill holds, or "Work in Progress," and RQi appeared to be the answer. Upon returning to the office, Sauer met with hospital administrators to discuss bringing in the TKG team to gain a better understanding of the products and solutions available to eliminate their billing issues.

SOLUTION

According to Sauer, *"We were most impressed with the RQi product and the team from TKG for two reasons. First, we could write our own rules, and secondly, TKG was willing to adapt to working within the complexities associated with partnering with a large hospital system such as ours."*

Since NYP is such a large hospital system, a weekly call was scheduled immediately with key members of the Registration and IT departments to facilitate a smooth implementation and training process. Through these calls, the TKG team developed a clear understanding of the hospital's unique needs and captured the critical data needed to create the customized rules engine required for the system.

Since RQi was implemented at each of Cornell Weill Medical Center's four campuses and Columbia University Medical Center's four campuses, TKG scheduled training sessions to accommodate the more than 1,000 users who would soon be utilizing RQi to enhance the patient registration process and reduce billing errors.



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SAVINGS

In November of 2007, NYP went live with RQi and directly credits this solution with significantly reducing bill holds. *“We have been able to reduce one specific error, in particular, by more than \$1 million and other billing errors have resulted in capturing another half million dollars in revenue that would otherwise have been lost,”* said Julio Cruz, Manager of Patient Access. NYP has continued to see declines in billing errors during the course of the eight months it has been using RQi at registration points throughout its system.

In addition to capturing revenue and improving cash flow for the hospital, RQi also includes a tracking tool for monitoring the progress of users to help them decrease their error rates.

“One of the most unexpected benefits of implementation of the RQi product has been the feedback from the employees themselves,” said Cruz. *“We have been pleasantly surprised with the positive input we’ve received from the end users (multi-registrars). They like how easy RQi is to use and the fact that they can see their scores and progress on a daily basis. And HR is especially pleased with the increase in employee satisfaction.”*

