Advanced Hospice Management : Change Data Capture

Advanced Hospice Management (AHM) provides customer-focused hospice revenue cycle management solutions. AHM is committed to supporting healthcare organizations so they can deliver the best care to their patients by focusing solely on filing clean claims, efficiently collecting payments, and providing accurate hospice revenue cycle management reports.

Opportunity:

Many hospice agencies outsource their billing to companies like AHM. This means, as one of the top hospice revenue cycle management providers in the United States, AHM routinely deals with distinct clients and unique datasets. As is often the case with growing, customer-centered companies, their data management processes were developed ad hoc to meet the demands of the client and the company. But as growth continued, it became obvious that forward-thinking, sustainable data solutions were imperative to supporting their organization.

Prior to working with Powdr Solutions, AHM managed its clients revenue cycle management via individualized Excel spreadsheets, processed by a diverse team of claims billing professionals. Each biller manually compared and processed their claims data in a system that served them and their clients. But large-scale data querying, visualization, and reporting was becoming increasingly complex. They needed centralized usable data.

Collaboration:

Powdr specializes in creating centralized data platforms and end-to-end integration for its clients. With over ten years of data management experience, as well as proven understanding of medical data requirements and HIPAA compliance, Powdr offered a unique, specialized, data-driven solution. They recommended a three-phase project, focusing first on aggregating AHM's client data, standardizing data flow and formatting, and creating systematized processes.

Powdr's team worked with AHM's leadership to understand the scope of the organization's data management needs and goals. They collaborated with stakeholders and learned daily processes, procedures, and pinch points. By evaluating AHM's workflows, Powdr was able to identify opportunities for improvements in efficiency and data integration.

One such opportunity presented itself when Powdr discovered that the robotic process automation (RPA) tool AHM was using via a third-party provider was not functioning as responsively as they had hoped. Powdr's team was able to re-define the process and bring the automation internal, seamlessly integrating it into their overall data flow paradigm.

Outcome:

During Phase 1, Powdr guided AHM through a data flow and process management system transformation, providing unique data-driven solutions. Data that was once managed in a disparate, highly manual process has been streamlined and standardized. AHM has access to data that is updated 24/7 using automation that greatly reduces manual tasks. The staff is now able to apply their specialized skillsets efficiently and effectively, resulting in increased capacity for problem-solving and improved customer service.

The data aggregation process allowed AHM to deliver enhanced service and transparency to their customers. They can offer their customers a broad view or the precise details of an individual claim, as needed. Not only does AHM have organized meaningful data, which lays the foundation for internal dashboards and reporting, but they can translate these benefits directly to their customers.

AHM describes Powdr's team as accessible, responsive, receptive to feedback and quick to implement it. Making these changes has been a learning experience for the staff at AHM, but Powdr's individualized approach and empathetic change management have allowed them to celebrate advancements and look to the future with enthusiasm.