

## Case Study: Returning an Increase of More than \$1.1 Million in Hospital Net-Back Dollars to DeKalb Health in Auburn, IN

*Working together with the DeKalb Health Central Business Office staff, the KeyBridge Medical Revenue Care team raised patient satisfaction up to 99.3 percent while increasing gross collections by 22.9 percent. Happier patients AND more income for this not-for-profit healthcare provider? Here's how we did it.*



### About DeKalb Health

DeKalb Health is an independent, not-for-profit, acute care facility that has served the community of Auburn, IN since 1964. The hospital features a wide variety of inpatient and outpatient services and is committed to providing high quality local healthcare. DeKalb Health prides itself on bringing "Better Health for Those Close to Us."

### Opportunity

In early 2016, DeKalb Health sought to replace its bad debt recovery agency, which was performing below industry standards. The DeKalb Central Business Office could not keep up with the hospital's self-pay and self-pay after insurance balances on its own due to a small staff and lack of automated systems. The DeKalb team also wanted a partner to work down their legacy accounts receivables.

They brought on KeyBridge to handle bad debt recovery and saw an immediate improvement. KeyBridge accomplished all goals within budget and the three to four-month timeline established by the hospital CFO. KeyBridge then took on additional work for both DeKalb hospital and physicians; including early-out patient balance recovery and revenue cycle ancillary services.

### Approach

According to Peggy Elder-Nelson, Director of the Central Business Office for DeKalb, the KeyBridge success model included a focus on training, monitoring and the highest quality customer service. All calls are recorded, the managers work near the call center staff and there is ongoing education and training at KeyBridge.

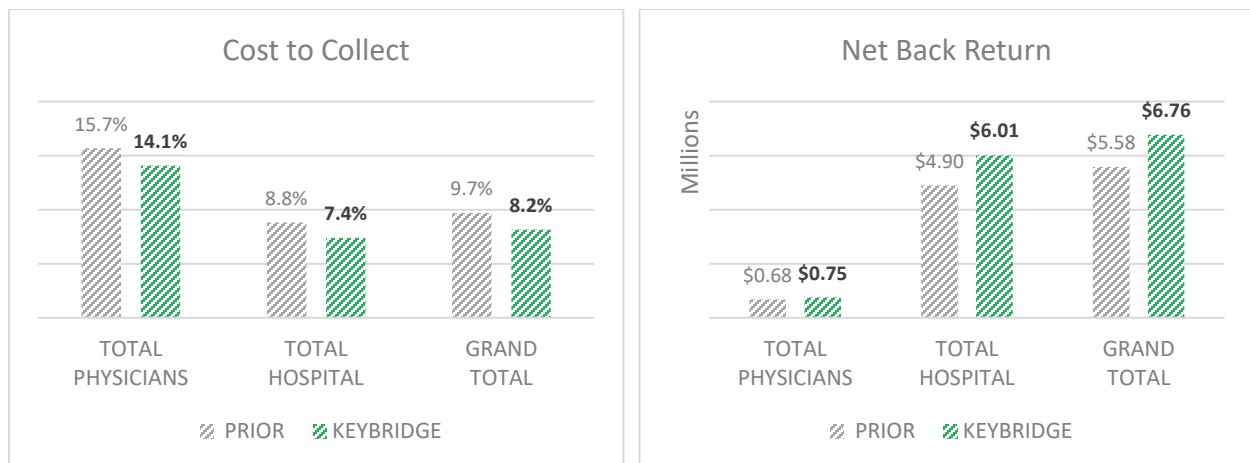
"People like working at KeyBridge," said Elder-Nelson. "They are consistent, they have the right processes in place and it all adds up to peace of mind for us. We do quarterly reconciliations to be sure all accounts are covered and we're all on the same page."



## Results

Prior to working with KeyBridge, DeKalb already had good patient satisfaction scores of 92.6 percent. Since working with KeyBridge, those scores have soared to a near-perfect 99.3 percent.

Working with KeyBridge, the hospital's early-out cost to collect decreased 14.5 percent or -1.05 points. Their bad debt cost to collect decreased 32.1 percent or -8.10 points. With the KeyBridge team's help, DeKalb's physicians cost to collect decreased 10.2 percent or -1.60 points. The hospital cost to collect decreased 16.1 percent or -1.42 points.



Elder-Nelson and her team know that KeyBridge has returned an additional \$1.18 million in cash (\$68K to the physician side and \$1.11 million to the hospital side) – a significant improvement for any healthcare organization.

“KeyBridge does this day in and day out. They know how to work with patients in a caring and timely manner. KeyBridge statements are easy to understand and they produce results. They collect more – plain and simple,” said Elder-Nelson. “The KeyBridge team and leadership are always present and available to us. Their IT staff work miracles and can do anything we ask. We don’t hesitate to call them,” she continued.

**Ready to choose a revenue partner who actually cares? It’s time to connect with KeyBridge. We’d love to hear from you at 1-877-222-4114.**

## About KeyBridge

KeyBridge specializes in patient-first healthcare revenue management, including patient-balance billing, bad debt recovery, ancillary services and Master Class training. Leveraging a patient-care approach, KeyBridge is transforming the patient billing experience, enhancing the revenue cycle and providing healthcare clients with improved cash flow while reducing cost of recovery. Learn more at [KeyBridgeMed.com](http://KeyBridgeMed.com).