SAP Litmos

Allegan General Hospital

Industry: Healthcare
Use Case: Employee Training, Compliance Training

Allegan General Hospital improves revenue cycle with SAP Litmos

Allegan General Hospital (AGH) is a not-for-profit, acute care facility located in western Michigan in a rural community, servicing an area of approximately 41,000 residents. AGH serves a large population of self-employed construction and manufacturing workers as well as indigent, Medicaid and Medicare patients. This patient population indicates the hospital faces possible write-offs due to patients' inability to pay and shrinking reimbursements from Medicare and Medicaid.

The patient registration process and regulations are complex and often hard to understand. In addition, verification of payer information is important. Payer benefit information is often available via web sites and telephone access, but it's time consuming and can be cumbersome to obtain complete and accurate information. Ensuring staff understand the importance of completing the verification steps and why it's important is challenging. Denial of payment or rework of payment claims costs AGH both time and money, and AGH management realized that it was critical to train staff on how to properly register patients and reduce patient registration errors, avoiding lost time and reimbursement. Management also wanted staff to understand where their work fit in the Revenue Cycle and how errors cost the organization.

"Using SAP Litmos' Revenue Cycle education program has been a big success at Allegan General Hospital, resulting in **faster training times and reduced registration errors.**"

Lori Thompson
Patient Access Manager

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