



Laboratory Outreach Partner

How Coronis Health Lab helped to increase revenue by 7% year-over-year



Background

Health System X came to Coronis Lab for support with its laboratory outreach program. The system was looking to improve billing performance, streamline lab processes, and provide better insights and financial data to support the growth of the program.

Health System X Stats

- 1,000 Bed System
- \$2.5 Billion in Revenue

Outreach Lab Stats

- \$34 million in outreach revenue; \$80 million annual lab spend
- 2,500 requisitions (patient encounters) per day
- 10,500 CPTs processed per day

Situation

- The Lab Team at Health System X was looking to understand and improve billing capability. Additionally, the lab was concerned about its overall specimen processing process and what could be improved here.
- The Lab Team had trouble measuring performance and benchmarking—Minimal visibility into billing department metrics
- How were other systems processing work? What is best practice?

- The consensus was 1) we don't feel like we have the expertise, 2) if we can't measure performance, we must have an opportunity to do better, 3) we need to have visibility into how billing is working.

Outcomes

Coronis Lab offered a unique opportunity to provide industry expertise and billing support.

Wins:

- 7% increase in collected revenue year-over-year
- 20 FTE direct staffing savings
- Number of repurposed and open positions canceled due to improved processes in PSCs, Specimen Processing, Pathology, Transplant Medicine, Central Billing Office, and In Vitro Medicine.
- Improved Employee and Patient Satisfaction - Reduced wait times in PSCs and empowered caregivers to focus on caregiving rather than billing tasks.
- Enhanced Financial Analysis: Both Finance and Lab Ops teams have gained access to actionable data with Coronis, which is a consistently noted improvement in helping leadership quickly define and meet objectives.
- Improved Specimen Processing Process: Moved functions to most appropriate areas - moved billing functions to billing.