Stilwell Memorial Moves to RCM Cloud for Better Efficiency, Greater Return

Case Study

Affordable and Complete, from Just One Vendor

Memorial Hospital of Stilwell, OK, is a 50-bed rural safety-net facility that, like so many other rural hospitals, regularly manages many financial challenges. That fact makes an affordable, functional healthcare IT system a necessity, not an extravagance.

"As a small rural hospital, with not a lot of excess dollars, we are trying to be as efficient as we can," explained CIO Jim Causon. "We don't have a huge IT staff, we don't have SQL programmers, people that do that kind of stuff."

Medsphere's RCM Cloud solution is crafted for hospitals like Stilwell that must have a healthcare IT solution that empowers staff to do more, improves collection rates, and includes dynamic implementation and support. RCM Cloud is part of the CareVue EHR platform, which Stilwell also uses.

Hospital Profile

- ⊙ Name: Memorial Hospital
- ⊙ Location: Stilwell, Oklahoma
- ⊙ Type: Inpatient acute care
- ⊙ Medsphere client since 2017

"The facility as a whole is much more efficient working with RCM Cloud and CareVue."

RCM Cloud Improves Both Facility Functions and Revenues

Any healthcare operation, large or small, is complex. As an integrated solution, RCM Cloud reduces complexity and improves faciilty functions through targeted applications that focus on typically problematic areas.

Scheduling, for example, is often a bottleneck, but Stilwell now has the tools in RCM Cloud to ease scheduling pains for doctor and patient.

> **"The ROI is huge for us. We focus on the things we do well and rely on a trusted partner for the things we don't. It's hard to put a value on that type of efficiency."**
>
> *- Stilwell CIO Jim Causon*

"We're able to control the number of patients that are waiting to see a doctor at any given time," Causon explains. "And we can set up parameters that can only slot a certain number of people at a certain time for that physician."

RCM Cloud also eases the tension around hospital **workflows** through flexible work queues—dynamic task lists that staff can prioritize and rearrange in a way that makes more sense in terms of immediate challenges like claims.

"The biggest thing is getting claims out," Causon says. *"We had things that were time-wasters and a claim would sit for two weeks. Now our goal is to get them out in 24 - 48 hours. That has certainly helped with cash flow."*

As a small, rural hospital, Stilwell also uses Medsphere's **service level agreements** to affordably obtain essential services through blocks of work / development hours that often aren't available to rural facilities. When Causon needs a particular **report** from the system, he can call Medsphere to write it. When new staff requires **training**, Medsphere provides it.

"If we get behind on our claims or we have an issue with types of claims, we've got somebody that can do it for us," Causon says. "It doesn't matter what we need help with, we just call and it gets done."

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