



Customer Snapshot

Blessing Hospital meets Stage 2 Meaningful Use criteria with Infor Cloverleaf



Facts at a glance

Solution: Infor® Healthcare

Products: Infor Cloverleaf® Integration Suite

Industry: Healthcare

Country: US

“The maturity of the product and the research and development investments Infor has made in Cloverleaf have made Infor Healthcare a long-term partner for Blessing Hospital. Over the years, many of our user suggestions have been incorporated at a high rate into future releases of the product, and those enhancements have helped us improve efficiency and workflow.”

—John Frazee, Integration Analyst,
Blessing Hospital

About the organization

Blessing Hospital, located in Quincy, Illinois, serves a 15-county area that covers southeast Iowa, northeast Missouri, and western Illinois. A not-for-profit, not-tax-supported, independent hospital, Blessing has 300 beds, a medical staff of more than 240 physicians, and a team of more than 2,000 employees. A new \$70 million patient care addition will be ready early in 2015. To learn more, visit www.blessinghospital.org.

Challenges

- Meet health information exchange criteria for Stage 2 Meaningful Use requirements to facilitate the electronic movement of health-related information between Blessing and other external healthcare organizations.
- Improve the revenue cycle process to reduce accounts receivable days and the number of Medicare rejections.
- Meet ever-changing requirements within the healthcare industry and mandated by the Affordable Care Act.
- Mitigate risks associated with implementing a patient financial management system (Allscripts).
- Transform data from Blessing’s new patient financial management system into HL7 formats and messages, so downstream systems can understand it.

Benefits

- Went from 2 messaging threads after implementing Cloverleaf in 1999, approximately 200 threads over 3 Cloverleaf sites in 2014.
- Transferred flat file of coding data in the patient financial management system into HL7-formatted messages for sending to the clinical system, coding-assisting application, and care management system.
- Reduced days in accounts receivable by 30%.
- Improved point-of-service collections by 33%.
- Decreased days not final billed by 32%, and reduced Medicare denials and rejections.
- Improved clean claims rate from below 70% to 90%.
- Achieved 3% improvement in claims denial rate.
- Enhanced implementation and reduced project risk through Cloverleaf’s ability to interface on the front end of the patient financial system integration. Now processing approximately 3 million messages a month.
- Partnered with other local hospitals to contribute Meaningful Use-compliant health information exchange data through Cloverleaf to the community.

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