

REALIZING THE FULL VALUE OF A PARTNERSHIP WITH NEXTGEN HEALTHCARE

THE CHALLENGE

Making a good thing better

Fairfield County Bariatrics had partnered with NextGen Healthcare but had not yet experienced the full value this partnership could deliver to their practice. They were successfully using NextGen® Enterprise EHR and NextGen® Enterprise PM but were several system upgrades behind.

Further, the practice's financial performance had not been optimized. Financial benchmarks such as accounts receivable (AR) turnover and days sales outstanding (DSO) needed improvement.

THE SOLUTION

Implementing a successful upgrade

The practice initiated a process to fully upgrade its NextGen Healthcare systems. This upgrade would help streamline processes and create the operational efficiencies needed to support their staff, enable providers to spend more time with patients, and achieve other practice goals.

Fairfield County Bariatrics set an aggressive timeframe for system training and implementation. "We completed the implementation in a couple of phases with Phase 1 being data extraction and migration and Phase 2 being planning and training," said Katy Andrews Dunay, practice administrator at Fairfield County Bariatrics.

Fairfield Bariatrics also adopted NextGen® Financial Suite. Thanks to the decision to adopt this revenue cycle management solution, during implementation of the upgrade they maintained cash flow with no dip in revenue cycle performance.

THE BENEFITS

Addressing troubling benchmarks

Before being introduced to NextGen Financial Suite, the practice described their AR as "out of control." Once they started working with financial experts from NextGen Healthcare, they "chopped through it and brought it down to a manageable number," Dunay said. "Our 180+ AR was more than 50 percent, but now it's around 20 percent."

In addition, DSO was alarmingly high. "Our DSO was 97 days for collections before NextGen Financial Suite experts came in," Dunay said. "Now, the DSO is averaging about 45 days. Both of these reductions are huge."

CLIENT PROFILE

Fairfield County Bariatrics & Surgical Specialists, P.C.

- Multiple locations throughout Connecticut
- More than 3,500 weight loss procedures performed to date
- Bariatric surgery performed at facilities accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Enterprise Financial Suite

HIGHLIGHTS



Decreased 180+ A/R from 50% to around 20%



Dropped average DSO from 97 to 45 days



Maintained cash flow during system upgrade



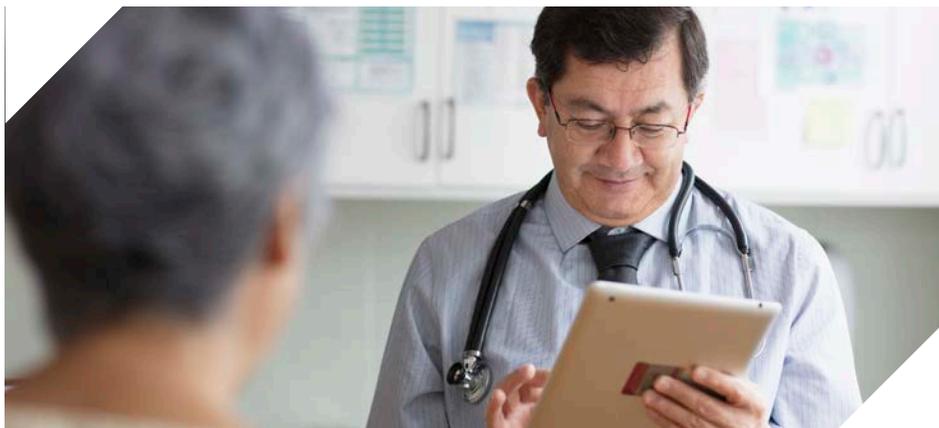
Improved physician satisfaction

Improving accuracy and increasing provider satisfaction

Upon implementing NextGen Financial Suite, weekly check-ins were initiated to assess and optimize performance.

“Our NextGen Healthcare account manager reports issues, identifies trends, and reconciles cash logs to the penny,” Dunay said. The practice appreciates the reporting accuracy and the single point of contact who responsively answers questions and addresses requests.

“NextGen Healthcare figured out a way to make things work specifically for us in terms of the nuts and bolts that actually comprise the financial solutions we need,” Dunay explained. “Best of all, we’re getting positive feedback from our doctors who have noticed workflow improvements.”



“NextGen Financial Suite experts helped where we needed it and really filled in the gaps—we learned a ton. It has been a very good experience. We definitely made the right decision.”

Katy Andrews Dunay, CPPM, Practice Administrator
Fairfield County Bariatrics & Surgical Specialists, P.C.

HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or **results@nextgen.com**.