Introduction

Objective of program: A six-month project to analyze medical necessity managed care denials in two Atlantic Health System hospitals and optimize denial management workflows to achieve a minimum of 30% decrease in Denial volume at each site.

Methodology

There is nothing so useless as doing efficiently that which should not be done at all

From the current state - …

Almost all quality improvement comes via simplification of design, manufacturing layout, processes, and procedures

Results

If you define the problem correctly, you almost have the solution

In God we trust; ... All others must bring data

Conclusion

Costs do not exist to be calculated. Costs exist to be reduced

Newtown Medical Center

Hackettstown Medical Center

Table 1: Denial Management Improvement

<table>
<thead>
<tr>
<th>Payor</th>
<th>Pre-Implementation</th>
<th>Post-Implementation</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>18%</td>
<td>6%</td>
<td>12%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>13%</td>
<td>3%</td>
<td>10%</td>
</tr>
</tbody>
</table>

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