

PARKVIEW REGIONAL MEDICAL CENTER

A Vitalware Case Study

Parkview Medical Center

Vitalware's Revenue Cycle Management
Tool Paves The Way For Customer Service
Win At Parkview Medical Center

Parkview Medical Center

Nearly A Century Of High-Quality Healthcare



In 1923 in Pueblo, Colorado, Parkview Medical Center set out with the mission to provide the highest quality healthcare to the people they serve. This mantra that still holds true to this day. The center remains one of only two large, independent community hospitals operating in Colorado while also being the region's largest private employer with more than 3,000 staff.

Parkview, a 370 bed, not for profit, Level II Trauma Center, also proudly supports Graduate Medical Education by maintaining an Internal Medicine Residency. Training is provided to 30 residents and Fellowship Programs in Cardiology, Pulmonary/Critical Care Medicine, Gastroenterology and Nephrology. This investment in higher education allows Parkview to attract top talent to Southern Colorado, many of whom remain in the region after training; providing improved access to primary and specialty care to patients in the community and beyond.

Parkview Medical Center is committed to making sure the community of Pueblo has access to proper medical care. This dedication has earned the hospital several accolades including a spot on U.S. News & World Report's Best Hospitals list for their orthopedics, and a Women's Choice Award for best patient experience by women.

Location:

Pueblo, CO

Opened in:

1923

Staff:

3,000+ employees

Hospital size:

370 beds

Solutions:

- VitalCDM™
- VitalKnowledge™
- OPPS Calculator

The Evolution Of Healthcare Requires An Evolution Of Solutions

Parkview Medical Center is continually working to provide the best care possible for patients, which often means evolving together with patient and community needs. However, the hospital's chargemaster (CDM) solution was not doing the same. With their sights set on a more progressive solution, the team began their search for a technology partner that would contribute to making the hospital more efficient, help it adhere to changing regulations, and provide support when needed.

“Before [Vitalware], we were wasting hours looking for new codes and cross-referencing new codes to ensure we weren't making any errors. Vitalware gives us this information quickly and in a user-friendly format. With so many timely and usable resources on hand, it has become our go-to source.”

Connie Marinucci,
Compliance Manager

The Right Recommendation At The Right Time

After speaking with peers in the industry about their frustration with their current CDM solution; namely a lack of support and innovation, Parkview Medical Center decision makers were referred to Vitalware® by Health Catalyst®. With Vitalware's knowledge of the industry and enthusiasm for progress, Parkview quickly recognized that Vitalware's VitalCDM, combined with their HFMA peer-reviewed reference solution, VitalKnowledge, and their OPPS Calculator would help the hospital remain compliant and run more smoothly. The revenue dept isn't the only group utilizing Vitalware's solutions. Compliance, radiology, pharmacy and the business office are all taking advantage of it's user friendly interfaces. VitalCDM is a solution designed for simplicity, making it easy to use, understand and adaptable across departments.

An Overwhelming Amount Of Support

While Vitalware's accuracy and efficiency were selling points for Parkview Medical Center, the company's unparalleled support is what truly solidified the decision for the hospital. Having support on-call at any moment is essential to the center, which has little time to waste. The addition of VitalKnowledge has improved efficiency throughout the hospital, cutting down the time it typically takes to locate hard to find codes or rules. Before VitalKnowledge, Parkview spent their time manually searching through the CMS database. Vitalware provides related Healthcare Common Procedure Coding System (HCPCS) codes, which significantly cut down the amount of time it took to address procedure to device edits. "Before [Vitalware], we were wasting hours looking for new codes and cross-referencing new codes to ensure we weren't making any errors. Vitalware gives us this information quickly and in a user-friendly format. With so many timely and usable resources on hand, it has become our go-to source," said Connie Marinucci, Compliance Manager at Parkview Medical Center.

“It has given us peace of mind, eliminating the stress that comes with compliance issues. It has become so easy to verify what we are creating and identify any problems along the way. Not only are there fewer issues, but rectifying those issues is quick and painless.”

Connie Marinucci,
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66 Vitalware has impacted the entire hospital with everyone from the compliance department to pharmacy and the business offices using the platform. Our investment in the solution has not only proven a return when it comes to efficiency and accuracy, but more importantly, it has proven beneficial for our employees, and their satisfaction is an outcome we are proud of.”

Connie Marinucci,
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Accuracy Is King

A small mistake in hospital billing can cost the organization thousands of dollars. Discrepancies are not uncommon in the industry given the frequency and variety of code changes and the challenges associated with keeping those codes up-to-date. VitalCDM provides Parkview Medical Center with the confidence that what they are billing is accurate. If the department is confronted about something they shouldn't be billing, they have the documentation in hand to prove that what they billed is correct — an issue that often occurs with lesser used procedures. Vitalware's solutions help Parkview adhere to regulations, both new and old. "It has given us peace of mind, eliminating the stress that comes with compliance issues. It has become so easy to verify what we are creating, and identify any problems along the way. Not only are there fewer issues, but rectifying those issues is quick and painless," said Marinucci.

In addition to cost savings, and remaining compliant, the OPPS Calculator showcases the exact amount a hospital should be reimbursed for certain procedures, making it easy to spot any inconsistencies with a bill. In general, the capabilities of Vitalware enable Parkview Medical Center to manage everything in one platform. There is no longer a need to pay a separate software company for specific tasks.

What It All Comes Down To

While compliance and fiscal matters are a top priority for any healthcare facility, Parkview Medical Center measures success by the benefit it brings its patients and staff. "Vitalware has impacted the entire hospital with everyone from the compliance department to pharmacy and the business offices using the platform. Our investment in the solution has not only proven a return when it comes to efficiency and accuracy, but more importantly, it has proven beneficial for our employees, and their satisfaction is an outcome we are proud of," said Marinucci.

New regulations, pricing transparency requirements, and thinning margins are causing hospitals to become ever more reliant on their revenue-cycle data being truly comprehensive and up to date. Vitalware is the only solution designed for today's technical and operational environments, and also designed for data-flexibility — so hospitals can always rely on their chargemaster, charges, and coding being current, accurate, and authoritative — whatever the future holds.

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by  HealthCatalyst[®]