

# Trailblazing Together

How R1 RCM and HEPA Collaborate to Create the Future of Medical Partnership



HEPA (Hawaii Emergency Physicians Associated) is a democratically owned organization serving patients as the preeminent emergency physician group in Hawaii. R1 RCM provides revenue cycle and practice management solutions across each of HEPA's nine locations.



## Into the Future

Where does a medical group find the fuel it needs to grow while remaining independent? Where can it turn for data analytics and practice management resources that can be trusted? When clinicians have the support they need, they can spend more time taking care of patients instead of the practice.

This was the challenge facing HEPA. In particular, HEPA's efforts to handle its own revenue cycle management (RCM) were costly and taking too much time away from patient care. HEPA needed data analytics to identify opportunities to lower costs, improve communications and focus more on patients.

HEPA found that expertise at R1®. And together, they're on their way to creating the future of medical partnership.

"R1 lets us focus our skills where they're needed most to improve our service: providing patients with quality care," said Craig Thomas, president of HEPA. "We shouldn't be devoting energy and talent to non-medical activities. With R1 at our side, we don't have to."

Thomas also attributes R1's support to helping bridge the gap between HEPA's physicians and hospitalists. Before, a lack of data made communication between the two a real challenge. "Now that it's easier to model service needs and costs across both sides of hospital services, our doctors, physicians and even insurers have had a lot of stress taken off their shoulders."

### What is R1's Greatest Value to HEPA?

*"R1 gives us the infrastructure and data to focus on doing our best for our patients, every day," Thomas said. It's a unique, one-to-one relationship where R1 is always on call—day and night—to discuss new ways to advance HEPA's mission of providing quality care.*

## THE CHALLENGE

Remain independent and provide quality care, without the daily administrative burden of practice management.

## THE SOLUTION

The comprehensive practice management services of R1 RCM:

- Financial Management
- National Benchmarking
- Dashboard
- Callback System
- TOPS Program
- Real-time Support

## THE RESULTS

- ✓ **20% Higher Reimbursements**
  - › Developed Advanced Practice Provider Program to Assist Non-Clinical Staff with Collections
  - › Working with Largest Payer to Create a New Source of Revenue
- ✓ 9.95% Higher Net Collected Cash per Visit (CPV)
- ✓ Successfully Independent
- ✓ More Time for Patient Care
- ✓ Promoting Inter-Department Communication
- ✓ Opportunities to Drive the Growth of Medical Research

## Beyond Ordinary, This is the R1 Way

For HEPA, R1 provides much more than traditional RCM services. R1 offers a complete platform that provides the practice group with real-time support and data analysis. According to Thomas, “it gives us the support we need to analyze and then act on the data ourselves.”

And the volume of data is substantial, with more than 145,000 patients per year. R1’s dashboard program condenses all patient data in one location that’s easy for staff members to access—regardless of which department they’re in. Combined with the TOPS Program, which optimizes staffing hours by matching patient arrivals to provider capacity, HEPA can now provide faster and higher-quality care.

Plus, the Callback System helps ensure that patients with persisting problems make it back to the ER when needed. The system accomplishes this by aggregating patient data – in line with HIPAA requirements – and delivering it to physicians for follow up within 72 hours of the initial ER visit. “It’s a great way to improve physician performance and patient care,” Thomas said.

## Fueling Growth

Since its initial collaboration with R1 in 2010, HEPA has grown from serving four hospitals to nine. Efficient management has saved around \$500,000 per year in operational costs. And R1’s Callback System has led to patient compliments – instead of complaints – to hospital CEOs. The visibility of HEPA’s success has attracted the attention of hospitals and healthcare professionals across Hawaii and beyond.

This additional growth has helped HEPA form partnerships with insurers such as the HMSA (Hawaii Medical Services Association), attaining grants to standardize care for common Hawaii health problems. For example, Pulmonary Embolus (PE) is a common issue for immobilized passengers on the long flights from the mainland to the islands. With the support of both R1 and HSMA, HEPA launched a risk stratified diagnostic algorithm.

“It’s a proven way to be part of a whole while retaining your independence,” Thomas concludes. “What we’re forming is a synergy: the physicians; R1, for interface and data analytics; and HMSA, our payer and data source. This three-way collaboration, focused on the patient, is the future of medicine.”

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**Craig Thomas**

*President, HEPA*



**INDEPENDENT PRACTICES  
ARE THRIVING IN THE NEW  
HEALTHCARE WORLD.  
WE’RE HERE TO HELP.**



### ABOUT R1 RCM

R1 RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1’s proven and scalable operating models seamlessly complement a healthcare organization’s infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

Learn more at [r1rcm.com](http://r1rcm.com) or contact us [contact@r1rcm.com](mailto:contact@r1rcm.com).