



STRONGER TOGETHER. SUPERIOR RESULTS.

TPC Stronger Together Superior Results





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Vice President
Revenue Cycle



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Member Development



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Director
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Audience Participation

Since we are virtual today, tell us a little bit about you?
What organization do you represent?

- Independent community-based hospitals
- Hospital System (IDN)
- Physician Practice/Medical Group
- RC Vendor
- Other

Mission

TPC provides the framework for independent, community-based hospitals to achieve system value through strategies that optimize operational, financial and clinical performance.



10 Health Systems

MORE THAN **20** HOSPITALS

over **250** individual sites

\$1 Billion IN PURCHASING VOLUME

Net Patient Revenue **\$3.5 Billion**

OVER **\$300 Million** IN DOCUMENTED SAVINGS SINCE 2010

Parkview Medical Center, Pueblo, CO

COLORADO

MISSOURI

SoutheastHEALTH
Cape Girardeau, MO

Baxter Regional Medical Center
Mountain Home, AR

ARKANSAS

United Regional
Health Care System
Wichita Falls, TX

TPC
CORPORATE

Hendrick Health System
Abilene, TX

Medical Center Health System
Odessa, TX

Midland Health
Midland, TX

TEXAS

Shannon Medical Center
San Angelo, TX

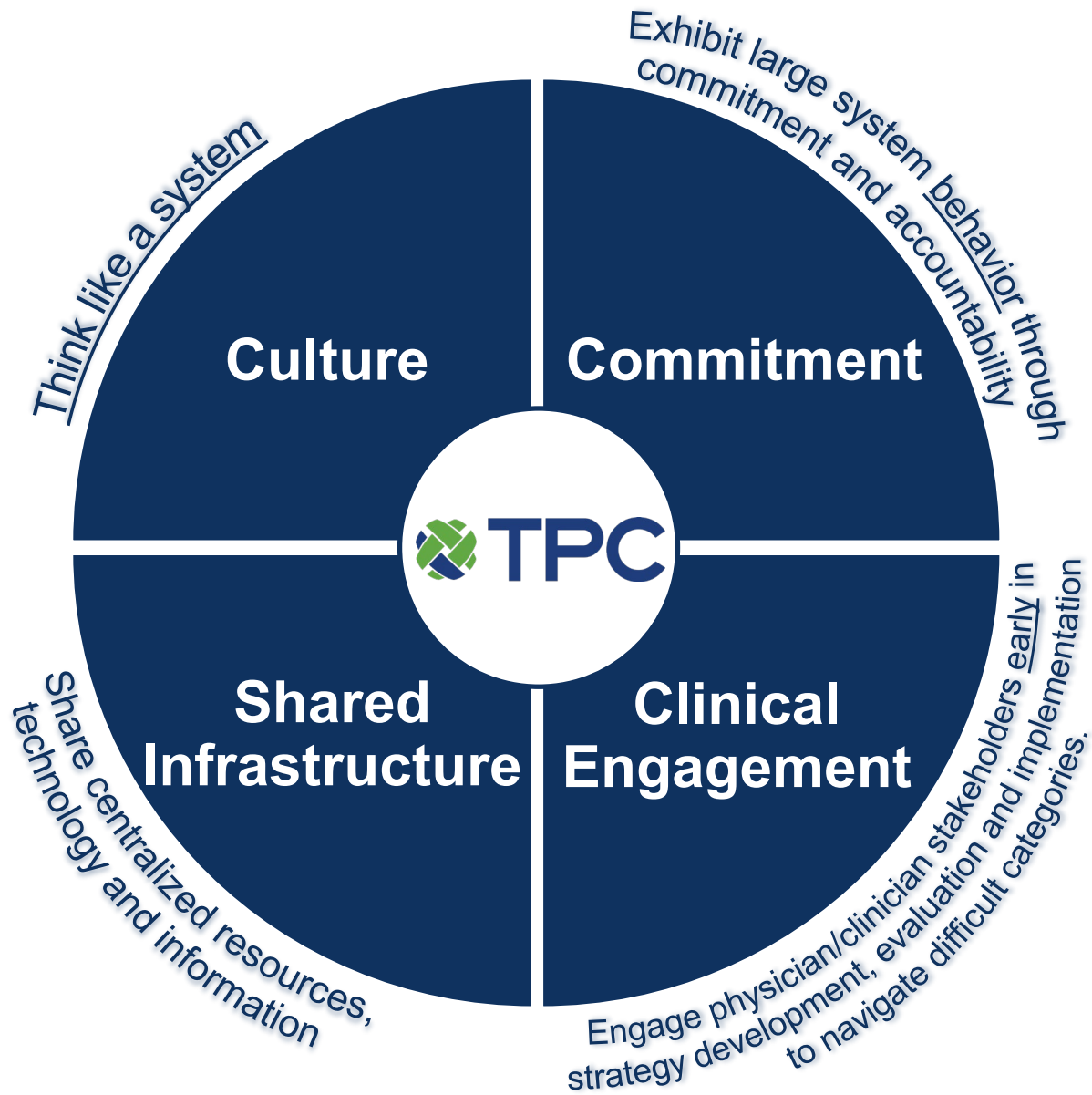
Hill Country Memorial Hospital
Fredericksburg, TX

Citizens Medical Center
Victoria, TX



TPC

Unique System Model



Collaborative Member Governance



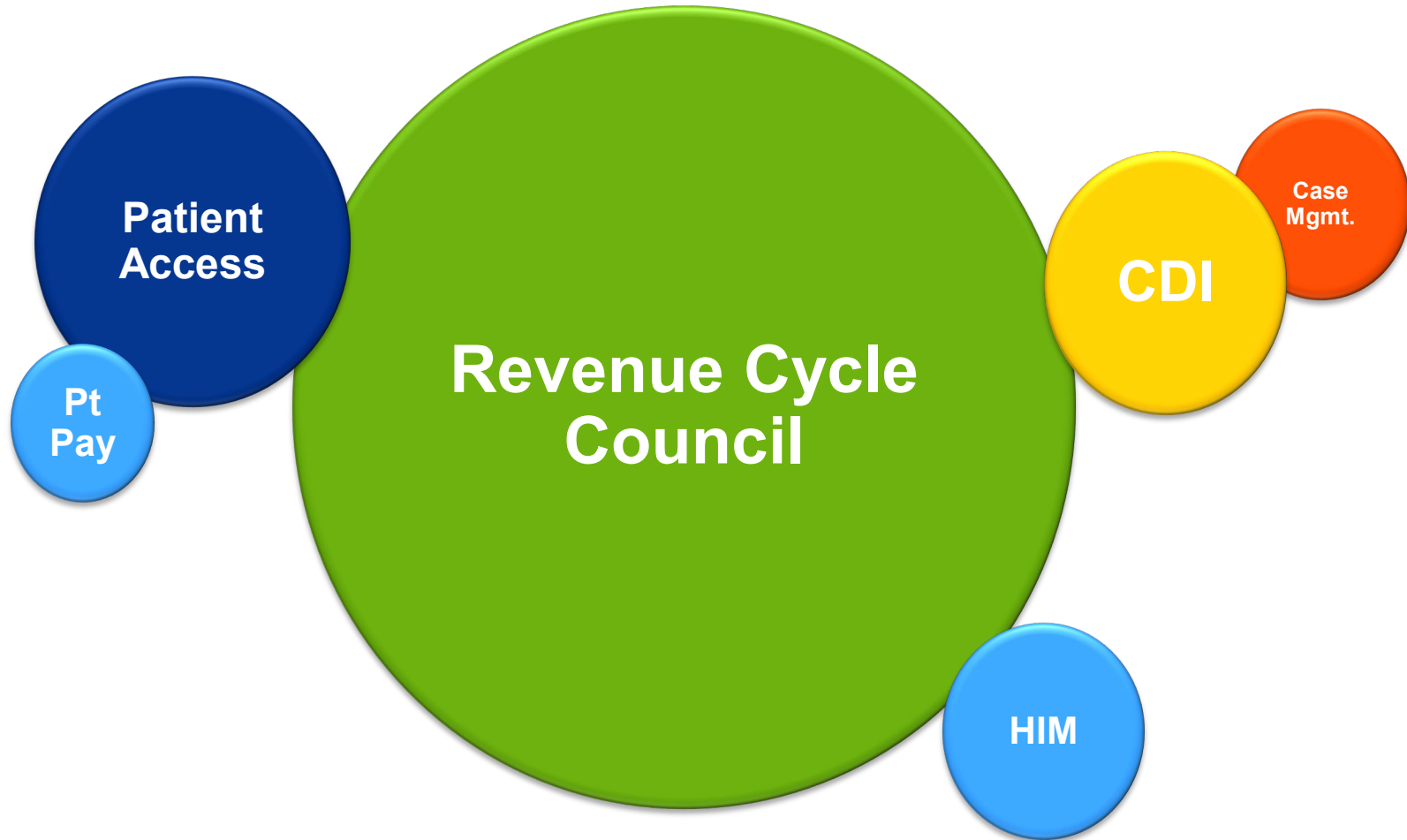
What are your biggest challenges in the Revenue Cycle?

Please answer using the chat feature

TPC Revenue Cycle

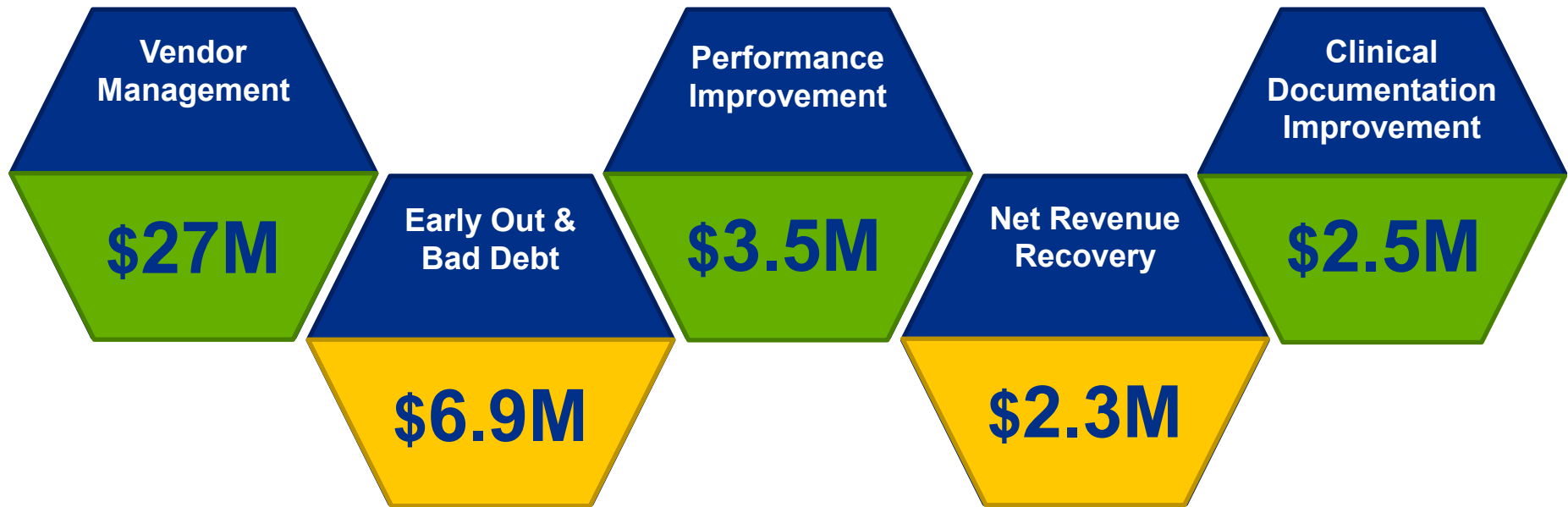


Engagement at Every Level







\$40M

IN SAVINGS AND PERFORMANCE IMPROVEMENT
since 2016





How we work with our Members

	<p>Member Driven Performance Improvement</p>	<p><u>Targeted by Revenue Cycle Council</u></p> <ul style="list-style-type: none"> • Patient Payment Strategies • Revenue Integrity • CDI • DNSP • Denials
	<p>Benchmarking & Comparative Analytics</p>	<ul style="list-style-type: none"> • Benchmark against TPC and National Peers • Monitor system KPI's • Analyze and Identify opportunities
	<p>Strategic Vendors</p>	<ul style="list-style-type: none"> • Identify and target specific initiatives • May involve price savings and performance improvement • Best in Class Vendors
	<p>Shared Purchasing</p>	<ul style="list-style-type: none"> • Individual and group contracting • Price savings on products & services

Systemness Examples



Managed Care

- Created a program to provide analytic and at the table negotiation support
- Developed system strategy around Medicare Advantage



CDI

- Member priority
- Developed post and prebill services
- Expanding to outpatient and physician education



COVID-19 Response

- CARES Act
- Medicare APP
- Forum for discussion

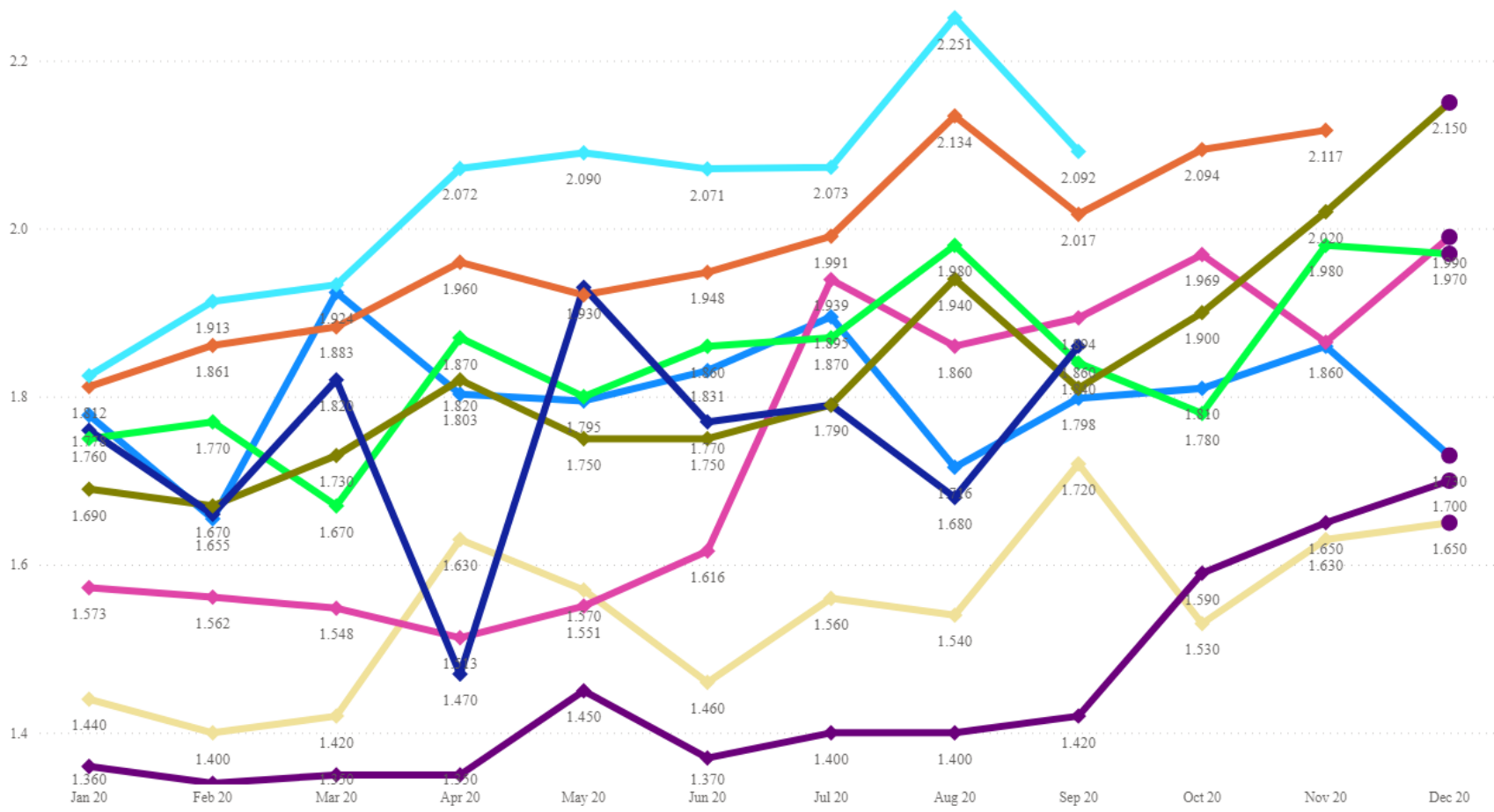
Member Case Study

- **Over \$6.6M** in savings and performance improvements from 2018
- **10% improvement** in overall Medicare CMI from Q1 2020 to Q3 2020
- **5% growth in Net Revenue** per CMI adjusted discharges Q1 2019 – Q3 2020

Member Driven PI	Benchmarking and Comparative Analytics	Strategic Vendor Initiatives	Shared Purchasing
<ul style="list-style-type: none"> • Managed Care • CDI • Patient Pay • Denials • Unbilled (DNSP) 	<ul style="list-style-type: none"> • AVP of Revenue Cycle serves as the Chair for our monthly Revenue Cycle Council • Contributes data to HFMA Map App • Leader in developing TPC KPI dashboard 	<ul style="list-style-type: none"> • Vendor Management • T-DRG • LIL Eligibility • Underpayment Review 	<p>Contract Savings:</p> <ul style="list-style-type: none"> • Consulting Services • Bad debt vendors • Medicaid eligibility • Statements • CDM/Charge Capture • Price Transparency • Case Management

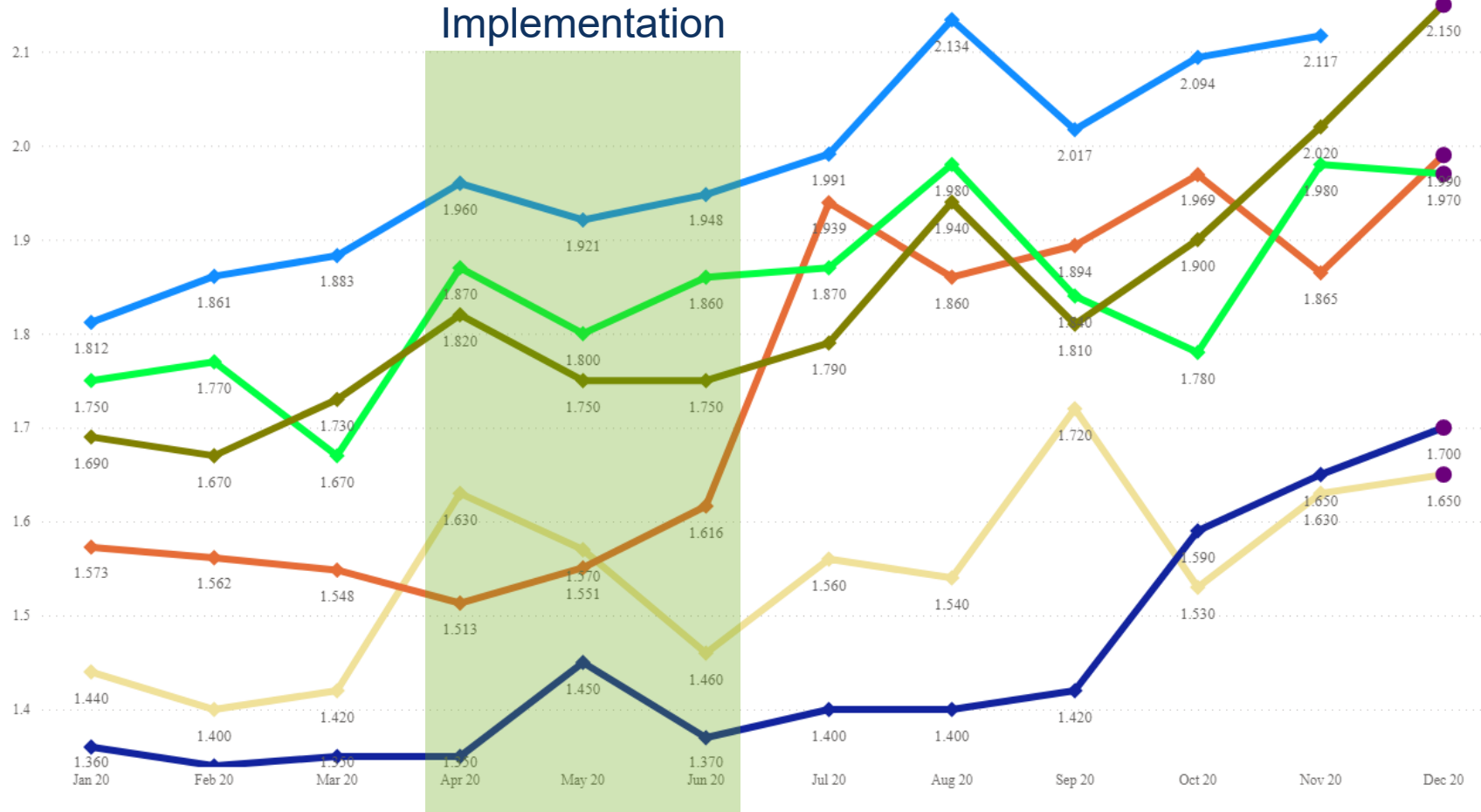
Members working together

Overall Medicare CMI



Results of the Work

Overall Medicare CMI



What Revenue Cycle solutions are you implementing in 2021?

Please answer using the chat feature

Key Initiatives for 2021



Implement Enhanced Comparative Analytics Platform



Vendor Management



- Reduce vendor costs and improve outsourced vendor performance
- Utilize strategic vendors to enhance net patient revenue

CDI



- Utilize subject matter experts to enhance Member CMI
- Utilize CDI Council to develop programs and education for physician and staff
- Improve Productivity and Workflow
- Develop outpatient initiative

Patient Pay



- Continue implementation of digital platform
- Develop patient self service
- Improve vendor performance
- Enhance POS processes

Managed Care



- Maintain strategic partnership to support Member
- Analytics
 - Reimbursement benchmarking
 - At the table negotiation support
 - Shared education and best practices

Unbilled



- Utilize comparative analytics to identify root causes for delays in billing
- HIM coding subcommittee

Denials



- Utilize comparative analytics to identify root causes for denials
- Implement best practice identification and reporting
- Develop denial avoidance strategies

Value & Benefits

Stronger Together

Acting as one large system, leverage economies of scale and relentless innovation to achieve more together than can be done individually

Superior Results

Documented success in optimizing savings, revenue and non-financial value

OVER **\$300 Million** IN DOCUMENTED SAVINGS SINCE 2010

Questions?



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