



Several months ago, in the summer of 2009, McCune-Brooks Regional Hospital, with help from Missouri Enterprise, launched a revenue cycle improvement project using Lean Enterprise concepts and tools. After three months, Bob Copeland, Hospital Chief Executive Officer, reports that four continuous improvement teams have been formed, trained and have initiated a total of seventeen specific projects. All of the projects are focused on the main goal of improving the overall collection rate.

A total of 25 hospital employees are involved in the four teams. The work of the four teams, according to Copeland, is being monitored by a Leadership Team formed specifically for this effort. The Leadership Team includes Tony Wright, Chief Financial Officer, Sherry Lopez, Chief Nursing Officer, Karol Jones, Director of Patient Accounting, Kathi Jones, Director of Registration, Barb Brightwell, Director of Quality Management and Cathy Cole, Director of Health Information Management



To date, of the seventeen improvement projects that have been launched, three are already concluded and Copeland anticipates that the remaining fourteen projects will be complete before the end of 2009.

The Leadership Team has established a Box Score of eighteen performance measures that indicate progress toward the main goal of improving collections.

These performance measures set specific dollar and percentage goals for the collection rate improvement by next spring. Although it is too early to tell whether the goal will be met, Copeland reports that the management and staff of McCune-Brooks Regional Hospital are pleased with the process that Missouri Enterprise and their employee teams have implemented to manage what has been the largest concentrated improvement effort since the hospital moved to its new location two years ago.

McCune Brooks is a 35-bed hospital that provides general medical and surgical care for inpatient, outpatient and emergency room patients and participates in the Medicare and Medicaid programs. Emergency room services are available on a 24-hour per day, seven-day per week basis. It was founded in 1907.