

# Help Bring Profitability to Observation

## Crowe Observation Services Program

The Crowe Horwath LLP Observation Services Program fuses hospital revenue cycle functions, utilization management, and clinical behaviors related to observation services and can result in increases in net revenue.

Are you seeing rising observation volumes with decreasing profits on these patients? Getting a patient encounter statused early and accurately is crucial to both patient care and maximizing revenue opportunities. The Crowe Observation Services Program can help your organization to refine processes and identify areas in which net revenue might be improved by:

- Comparing your entity's performance to industry benchmarks and peer data
- Quantifying the financial impact of performance improvements
- Evaluating observation, inpatient, and utilization management processes including:
  - Charge capture tasks
  - Physician advisory functions
  - Recovery auditor contractor programs
- Providing a GAP analysis to illustrate current vs. best practices
- Delivering an action plan for improvements

## Crowe HC

Healthcare Suite  
**Solutions That Work for You**

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- Automated Time Studies
- Credit Balance Management
- Credit Income Recovery
- Denials Management
- Internal Audit (CHAN Healthcare)
- Net Revenue Reporting (Crowe<sup>®</sup> RCA)
- Outpatient Charge Capture
- Revenue Cycle Improvement
- Tax Compliance Reinvented (C-TRAC<sup>®</sup>)
- Unclaimed Property
- Wage Index Navigator

## About Crowe Healthcare Services

Our healthcare services bring together deep industry knowledge and experience, functional expertise, and applied technology to create unique solutions that address the critical issues facing healthcare organizations today.

## Crowe Horwath LLP, The Unique Alternative®

Crowe Horwath LLP is one of the largest public accounting and consulting firms in the United States. Under its core purpose of "Building Value with Values®" Crowe uses its deep industry expertise to provide audit services to public and private entities while also helping clients reach their goals with tax, advisory, risk, and performance services. Crowe and its subsidiaries have offices coast to coast with more than 3,000 personnel. The firm is recognized by many organizations as one of the country's best places to work. Crowe serves clients worldwide as an independent member of Crowe Horwath International, one of the largest global accounting networks in the world, consisting of more than 150 independent accounting and advisory services firms in more than 100 countries around the world.

## For More Information

For more information on the Crowe Observation Services Program, contact Colleen Hall at 630.574.1840 or [colleen.hall@crowehorwath.com](mailto:colleen.hall@crowehorwath.com).