Crowe

Revenue cycle performance

What does 73.69 mean to you?

Crowe Index Score

Validate your revenue cycle performance with the Crowe Index Score

Crowe Index Score:

St. Mary's Hospital

73.69

National ranking:
20

Peer grouping:
150-300 beds

Facilities in grouping:
99

Rank	Facility Name	Beds	Crowe Index Score
1	Lake County Medical Center	160	93.81
2	USA Hospital	165	84.12
3	Hanover Central Medical Center	215	81.19
4	St. Margaret Hospital	184	80.97
5	U of Z Health	150	80.26
6	St. Francis Hospital	300	79.69
7	Cook County Hospital	226	78.18
8	Medical Center at Griffith	152	77.47
9	West Regional Medical Hospital	236	77.28
10	Berger Memorial Hospital	298	77.02
11	UNVL Medical Center	184	76.85
12	Bonsai Regional Hospital	200	76.45
13	Medical University of Lakeland	195	76.07
14	Jackson County Medical	227	75.64
15	Heartland Hospital	291	75.33
16	Greenwood Medical Center	171	75.18
17	St. Anne's Hospital	295	74.86
18	HOP Memorial Hospital Center	172	74.62
19	U of A Health	175	74.06
20	**St. Mary's Hospital**	**178**	**73.69**
21	Central County Hospital	180	72.74
22	University Hospital	155	72.73
23	West End Medical Center	220	72.61
24	Medical Center at Homewood	151	72.04
25	Franciscan Hospital Center	211	71.95
26	MLN Medical University	250	70.82
27	Center Grove Hospital	155	70.69
28	U of M Medical Center	225	70.15
29	St. George Hospital	224	70.15
30	Queen County Hospital	201	68.86
Mean performance			**62.07**

Key Performance Indicator	Overall Performance Bands				
	Best Practice	Good	Average	Below Average	Poor
Bad debt		1.2-2.1%			
Cash/60 day lagged net revenue				98.2-98.7%	
Credit days				0.7-1.4	
Denial realization gap (overall)		2.3-2.7%			
DNFB days			6.8-8.3		
Initial denial rate (overall)			8.5-9.7%		
Late charges	< 2.2%				
POS cash	>36.7%				
SPAI patient collection rate					< 21.9%
True AR days		43.6-53.1			
True AR > 90 days	< 23.6%				

Scoring key

Bad debt (percent of gross patient services revenue)

Numerator: Bad debt adjustments within the current month
Denominator: GPSR generated over the current month

Cash as a percentage of 60 day lagged net revenue

Numerator: Acute cash (posted to patient accounts) collected over the month
Denominator: Net revenue generated for a one-month period, two months prior

Credit days

Numerator: Current period end credit AR
Denominator: Average daily GPSR from previous three months

Denial realization gap (uses 835 data)

Net-to-gross percent realization on non-denied accounts minus net-to-gross percent realization on initially denied accounts

DNFB days

Numerator: Accounts receivable at current balance where final bill date is null and discharge date (IP) or admit date (OP & ED) is present
Denominator: Average daily GPSR from previous three months

Initial denial rate (uses 835 data)

Numerator: Denied charges from 835 electronic remits within the current month
Denominator: GPSR from 835 electronic remits over the current month

Late charges (percent of GPSR)

Numerator: Charges added or subtracted (absolute value) to the account with post-dates greater than four days from discharge date (IP) or admit date (OP & ED) within the current month
Denominator: GPSR generated over the current month

POS cash collections (percent of patient payments)

Numerator: Patient payments within four days from discharge date (IP) or admit date (OP & ED) within the current month
Denominator: Total patient payments within the current month

Self-pay after insurance collection rate – managed care/commercial (uses 835 data)

Numerator: Sum of patient payments for managed care and commercial payers (linked to 835 remits lagged three to six months)
Denominator: Sum of patient responsibility from 835 electronic remits for managed care and commercial payers (remits lagged three to six months)

True AR days

Numerator: Total accounts receivable at current account balance (excluding credits), includes account balance plus contractual allowance if insurance payment has not posted
Denominator: Average daily GPSR from previous three months

True AR > 90

Numerator: Current period end grossed up (account balance plus contractual allowance if insurance payment has not posted) debit AR aged over 90 days from date of service
Denominator: Current period end grossed up billed debit AR

What's your score?

Crowe is now providing Crowe Index Scores for health systems. The scores rank overall revenue cycle performance based on weighted KPIs compared against nearly 600 U.S. hospital peers. KPIs are weighted based on impact to performance.

To learn more about the Crowe Index Score and other Crowe healthcare services, please contact Ken Ruiz at +1 317 706 2765 or ken.ruiz@crowe.com.

About Crowe

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