

ROME, GEORGIA

RECOVERY MAXIMIZER • INTERFACE SYSTEM

AT A GLANCE

- **Organization**
Floyd Medical Center
Rome, Georgia
304 Beds
- **Solution Spotlight**
Drug Assistant
Recovery Maximizer
Interface System
- **Critical Issues**
 - Timeliness of System Updates
 - Poor Customer Service / Support
 - Drug Manufacturer forms outdated
- **Results**
 - Increased drug recovery from 52% to 97%
 - Saved an additional \$886,000 per year



INTERFACE SOLUTION SPEEDS UP WORK FLOW PROCESS

Profile

-continued-

Founded in 1942 as Floyd Hospital, our organization has grown to include a 304 bed, non profit teaching hospital, Floyd Medical Center and full range of ancillary services in the Coosa Valley region. We are home to a state designated Level II Trauma Center, a behavioral health center, primary care and urgent care network of providers. We also host a realm of outpatient services, including the operation of the Floyd County Clinic and an associated pharmacy for uninsured patients who cannot otherwise afford healthcare.

Challenges

Floyd Medical Center began its search for a new software system to manage its indigent drug recovery after years of using Indicare drug recovery software. After high levels of frustration due to an overall lack of timely response for support and poor customer service and most importantly poor bottom line results, Floyd began the search for a new software product. In both 2001 and 2002 the medical center had experienced a dramatic increase in the actual costs for indigent care due to a decrease in approved drug recovery applications.

Indicare had made little to no improvement in the timely updates

made to the software, thus resulting in drug manufacturer forms that were outdated. Not having appropriate forms meant that for some patients there were automatic denial for drug reimbursement thereby requiring additional work to be done to complete the process. These issues were accompanied by a lack of customer service by those that called on Indicare to find solutions to the problems that existed.

Poor record keeping left the administrators at Floyd in despair not knowing how to immediately fix the problem that they had been experiencing for far too long. They needed a customizable solution that offered them up to date recorded data that would be able to make an immediate impact on their existing situation while potentially allowing them to take their previously outsourced inpatient indigent patient assistance program back in house.

Their most glaring problem was that they had to find an appropriate solution that fit with their budget restrictions.

Answers

The administration of Floyd Medical Center put together a committee who would hold a task force accountable for identifying a software company that could manage this ever growing problem.

