

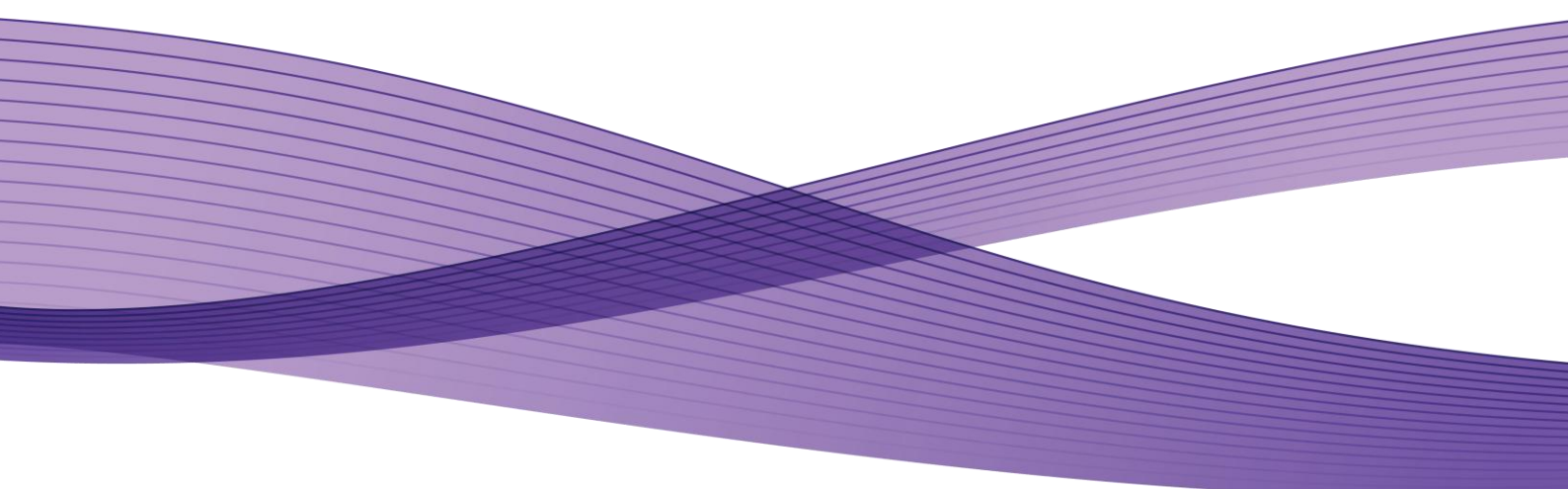


Mary Washington Hospital
Case Study



A hospital wanted the gold standard in a care management. We gave it the Midas+ touch.

Using our solution to seamlessly automate all departments, the hospital achieved a \$2million savings.



For a Southern U.S. hospital, a care management database, as capable behind the scenes as its medical staff, was on the front lines.

The Challenge

As an acute care medical center serving a population of nearly 300,000 in Fredericksburg, Virginia, Mary Washington Hospital (MWH) was faced with a daunting challenge: expanding applications into departments with disparate systems. Its Care Management department, in particular, needed to extend the hospital's database across a complex delivery network. MWH was seeking a robust solution to this problem.

The hospital used a 30-page decision matrix to evaluate solutions on a wide range of criteria: general requirements, hardware, case management, utilization management, quality management, risk management, credentialing, infection control, managed care, reporting/analysis and cost. We provided a comprehensive list of clients and invited MWH to contact anyone on the list as a reference. MWH liked what it saw. It selected us to come in and remedy the problem, and signed on with our Midas+ Care Management system.

The Solution

We began with a detailed on-site process review and planning, followed by user training and hospital-wide go-live a mere four months later. Implementation of all modules was completed within the year, and included:

- Midas+ Care Management system, with:
 - Medical Records QA
 - Risk/Occurrences plus additional pathways
 - Credentialing
- Midas+ Utilization Management
- Risk/Claims Management
- Quality Management.

The Results

Our Midas+ solution delivered direct, quantifiable improvements to the hospital, including:

- A 400 percent increase in automation
- A 66 percent reduction in daily case management reviews per case manager
- A 43.5 percent decline in avoidable days – saving nearly \$2 million over two years
- A reduction in pre-certification delays from two hours to 45 minutes.



Sector: Healthcare Provider

Solution: ACS Midas+ Care Management System

Client: Mary Washington Hospital

Challenge: Expand applications across diverse departments and networks

Results: Midas+ software delivers substantial improvements

The Bottom Line

Mary Washington Hospital (MWH) needed an application delivery system that was as proficient behind the scenes as its medical staff were on the front lines. Our Midas+ solution provided seamless automation across all MWH departments with

remarkable results – including a 400 percent increase in automation, 66 percent fewer daily case management reviews per case manager, 43 percent fewer avoidable days – and nearly \$2 million in savings over a two-year period.



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