



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT: ROOSEVELT GENERAL HOSPITAL'S ASTOUNDING FINANCIAL TURNAROUND

Roosevelt General Hospital (RGH) is a 24-bed, not-for-profit, Short Term Acute Care (STAC) hospital, providing services to the residents of Portales, New Mexico and surrounding communities. RGH also provides primary and specialty care services through RGH Portales Clinic, and newly opened RGH Clovis Clinic. In 2017, PCH was selected by the [Small Rural Hospital Transition \(SRHT\) Project](#) and supported with a Financial and Operational Assessment (FOA) Project. The FOA evaluates the hospital's operations at the department level to establish planning priorities and develop action steps to implement best practices that improve efficiency.

RGH Reports Positive Outcomes Within 12 Months

- Reduced bad debt by 25% (\$1 million in less than a year)
- Increased point of service collections by 22% (clinic) & 15% (hospital)
- Increased collections – up to \$2.25 million
- Reduced past time refiling by over 52%
- Reduced no prior authorization denials by 77%
- Reduced registration errors by 60%
- Reduced days in accounts receivable from 77 to 50
- Reduced non-acute patient visits in the ED by 25% in just three months

Top Accomplishments

- **Collections:** Within six months of implementing the consultant recommendation to review and update their chargemaster, RGH was at \$1.4 million and three months later, collections are up to \$2.4 million! They're up \$535k from operations and \$1.6 million with Gross Receipt Tax (GRT). They have added two new positions: a billing lead and assistant business office director who are working with an outside entity to take over patient payment plans to reduce bad debt.
- **Expansion & Growth:** In July 2019, the RGH Clovis Clinic was opened to expand their service area. The physical therapy (PT) department is working to grow their service line and has found three new services to provide. RGH added ophthalmology and is working to increase their surgical services as well.
- **Patient Experience:** RGH implemented an ED redirect program in September and saw a 25% reduction of non-acute patients that have been redirected to the clinic. They are also receiving very positive feedback on patient experience surveys. Recently, RGH partnered with an outside entity to assist in managing their chronic care patients which has helped to decrease readmissions and generate revenue for the phone-visits.