

CASE STUDY: JFK MEDICAL CENTER

Client Since 1989

JFK Medical Center has been using HCS **INTERACTANT** Applications to support its financial operations since 1989. In 2008, JFK made the decision to implement additional applications and upgrade to **INTERACTANT**'s new, web-based user interface. JFK's Senior Vice President and CFO, Rich Smith, states, "The existing system functioned quite well, but we knew it was time to add more features, in addition to providing the users with a new, more intuitive user interface. That was important to us."

Contract Management Application and Web User Interface

The goal at JFK was to tighten the revenue cycle, cut down the time it took to perform contractual adjustments, and generate bills quicker and more accurately. To meet these needs, the contract management application, which is tightly integrated with the billing system, was implemented. The original JFK installation included billing/accounts receivable and a suite of general financial applications. By adding contract management functionality, contractual adjustments are performed at the time of charge posting and provide a better handle on the current financial situation.

Third Party Interfaces

JFK had made many customizations to their system over the years and needed to make sure that none of the functionality would be lost with the upgrade. JFK was also using an EMR application from another vendor, in addition to other ancillary applications, all interfacing to **INTERACTANT** Revenue Cycle Management. Maintaining previous modifications and converting the interfaces that were in place made this more complicated than a typical system upgrade. "Our experience has led to many interfaces over the years and when they are very complicated, as was the case at JFK, we do what we need to do to make it work," states Darren Yonkin, CTO at HCS. "Even if it requires us to be the more flexible vendor, we'll do what it takes to make the transaction successful for our client."

**ABOUT JFK
MEDICAL CENTER**

Founded in 1967, JFK Medical Center is a non-profit, 498-bed community hospital serving residents of Middlesex, Union, and Somerset counties in Central New Jersey. With more than 90 affiliated physicians, JFK offers a complete array of advanced services including general and specialized surgery, cardiac care, maternity and pediatric care, and emergency medicine. JFK Medical Center is an affiliate of JFK Health System and accredited by the Joint Commission.



Results

"By all indications, the conversion was a tremendous success," states Cindy Kaiser, Director of Revenue Cycle Management at JFK. "As a result, we are collecting a greater level of cash in a quicker turn-around time than previously done. The state average is around 43 days and we can proudly state that after six months on the new system, our A/R days have been reduced by five days to 37."

Ongoing Software Support

HCS offers an Account Management program to address the need for ongoing software modifications, as well as state and federally mandated regulatory requirements. A highly-trained Account Manager is assigned and dedicated to the client to respond to these changes. "We have always appreciated HCS's direct, one-on-one support structure," adds Kaiser. "It's unlike any other vendor I have ever experienced. When there is an issue or a request, we simply pick up the phone and HCS makes it happen. I can't say enough about their commitment to support."

About HCS

Since 1969, HCS has remained exclusively dedicated to the development, installation, conversion, and ongoing support of healthcare information systems. HCS is recognized as a leader in providing integrated solutions across the continuum of care. Our focus is to provide comprehensive information system solutions to meet the ever-changing needs of diversified healthcare enterprises.

HCS INTERACTANT Applications:

Materials Management	Electronic Medical Record (EMR)	Marketing/Referral
Facilities Management	Assessments	Registration/Census
Accounts Payable	Care Planning	Scheduling
Human Resources	Orders	Contract Management
General Ledger	Clinical Documentation	Revenue Cycle Management
Payroll	Quality Assurance	Practice Management
Fixed Assets	Pharmacy	Health Information Management
Trust Accounting	Results Reporting	
Dashboard Plus	Point-of-Care	

HCS INTERACTANT Supports:

Acute	Inpatient
Behavioral Health	Inpatient, Outpatient, Residential
LTC	Skilled Nursing, Assisted Living, CCRCs, Independent Living
LTACH	Long-Term Acute Care Hospitals