



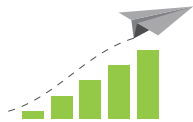
# Customer Success Story

PARK RIDGE HEALTH



**Industry:** Healthcare

**Sector:** Employee Training



## The Results

### Increase in Collections

30% increase in POS Collections after the first month of deployment, with continued growth.

### Regional Expansion

A regional agreement has been created for the five other hospitals of the southeast region of the Adventist Health System.

“The experience with Litmos Healthcare has been incredible. After the initial success here at Park Ridge Health, we knew this program would benefit the other five hospitals in our region.”

**Colin Carey**

Manager of Patient Access

## Park Ridge Health Exceeds Revenue Cycle Goals with Litmos Healthcare

Park Ridge Health offers a growing network of personalized care through its hospital and more than 30 locations in western North Carolina.

From employing the very first registered nurses in North Carolina in 1916, to offering the first 64-slice CT Scanner in the state in 2006, Park Ridge Health has participated in a number of firsts that reflect the unwavering dedication of its more than 1,200 care givers and 140 providers. The company was founded in 1910 and is one of 44 hospitals in the Adventist Health System.

## The Challenge

After more than a decade of operations, Park Ridge Health identified a need for significant improvements in its POS collections process and up front KPI outcomes. Policies and procedures needed to be developed as well as a need for training materials that would help their team with collections in the emergency room, the outpatient area, pre-service, and the customer service team in their billing office.

They had the talent in their staff to improve collections but needed the right resources to help them do so.

## The Solution

Park Ridge Health chose Litmos Healthcare for a variety of reasons. They were thrilled with the tool itself as it includes quick and easy to use training modules which they thought were informative and effective.

In addition, the Litmos Healthcare team was incredibly engaged from start to finish in helping them identify their needs and guarantee that they could supply immediate results. Lastly, they knew they wanted to go with a nationally respected company such as Litmos Healthcare.

“The experience with Litmos Healthcare has been incredible,” states Colin Carey, Manager of Patient Access. “After the initial success here at Park Ridge Health, we knew this program would benefit the other five hospitals in our region.”

Park Ridge Health plans on continuing to grow their partnership with Litmos Healthcare so they can continue to improve their Revenue Cycle throughout the Adventist Health System.