

# Customer Success Story

## OSF HEALTHCARE



**INDUSTRY:** Healthcare

**SECTOR:** Employee Training



### The Results

In just six months, OSF Saint Anthony Medical Center has seen:

↓ **A 90% DECREASE**  
in employee turnover

↓ **A 60% DECREASE**  
in error rates

↑ **AN 11% INCREASE**  
In POS collections



The biggest reward as a trainer and educator is seeing the morale of staff boosted. They feel more confident and it ultimately makes them feel like they've made a difference.

**Shellie Zuroske**  
Revenue Cycle Trainer  
OSF Saint Anthony Medical Center

## OSF Healthcare improves Revenue Cycle training in 12 hospitals with Litmos Content

OSF HealthCare, an integrated health system owned and operated by The Sisters of the Third Order of St. Francis in Peoria, Illinois, includes the OSF HealthCare System consisting of 11 acute care facilities and two colleges of nursing. OSF also has a physician organization, employing nearly 700 physicians in various specialties, and more than 300 advanced practitioners, who are part of the OSF Medical Group. OSF HealthCare owns an extensive network of home health services known as OSF Home Care Services and also owns OSF Saint Francis, Inc., composed of healthcare-related businesses, the OSF Healthcare Foundation, the philanthropic arm of OSF HealthCare System, and OSF Home Care.

### The Challenge

OSF Healthcare's mission is to always serve on the greatest care model, and they needed to centralize their training in order to do that the best they can. At OSF Saint Anthony Medical Center, staff members had been educated by creating PowerPoints across different subjects; it wasn't a very scalable or effective training solution. They were often fielding lots of questions, many employees didn't feel confident in their roles, and OSF Healthcare realized they needed to make a big change in how they educate their employees. To improve the revenue cycle in their organization, they needed to make a change and find a solution provider who can help centralize and deliver their content.

### The Solution

OSF Healthcare chose Litmos because of its extensive curriculum and content. They found the curriculum to be very user friendly and easy to understand, and the different certification levels were exactly what they were looking for. Courses are easy to customize and adjust to reflect their organization, and the reporting functionality is thorough. OSF Healthcare is now able to educate their frontend staff so they can better assist their patients, and can now see improvements in Cash Collections, Insurance Compliance, and Patient Satisfaction. Twelve hospitals in the OSF HealthCare system are currently using Litmos Healthcare to educate their employees.