SAP Litmos

ParkRidgeHealth

Industry: Healthcare
Use Case: Employee Training

Park Ridge Health exceeds revenue cycle goals with SAP Litmos Courses

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.

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.

Park Ridge Health chose SAP Litmos Courses for a variety of reasons. They were thrilled with the tool itself as it includes quick and easy-to-use training modules which they found informative and effective. In addition, the SAP Litmos 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 SAP Litmos. Park Ridge Health plans on continuing to grow their partnership with SAP Litmos so they can continue to improve their Revenue Cycle throughout the Adventist Health System.

"Our experience with SAP Litmos 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

Learn more at www.litmos.com

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