SAP Litmos

UNIVERSITY of MARYLAND
SHORE REGIONAL HEALTH

Industry: Healthcare
Use Case: Employee Training, Compliance Training

Shore Health reduces staff turnover with SAP Litmos revenue cycle education

Shore Health, part of the University of Maryland Health System, includes two hospitals and multiple remote diagnostic clinics. Tracking and maximizing revenue is increasingly important as hospitals face decreased reimbursement from Medicare and Medicaid, as well as additional write-offs due to increased unpaid patient balances. Shore Health also provides onsite training and job shadowing as part of its education program. These activities train staff on the importance of the revenue cycle, where their specific work fits in, and how errors impact the financial success of the organization.

Shore Health began evolving its internal training to better fit staff needs. However, management realized there must be a faster, more cost-effective method to train staff than have management research, create slides and deliver the training. The managers realized they needed a comprehensive training program for their staff which covered patient registration, revenue cycle and billing topics. Training needed to provide new and existing employees with a broad perspective of the hospital and key revenue cycle processes, yet also teach specific skills required in Patient Registration and Patient Accounting. Additionally, the new training program must be easy-to-use and install, available when needed by employees, and allow managers to track staff progress.

"Since adopting our new training model and incorporating… online education, the training time required by supervisors…has been **reduced by approximately 50%**—resulting in both a time and cost savings."

Christine Fontaine
Director of Revenue Cycle Operations

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