



CASE STUDY

Double Bay Day Hospital



Background

Double Bay Day Hospital (DBDH) is a privately-operated Day Procedure Centre, servicing the Eastern Suburbs of Sydney.

Built on the ethos of being a Centre of Excellence, the hospital provides exceptional care of patients undergoing a range of surgical procedures, from the pre-admission phase of the planned procedure, through to discharge and post-operative follow up.

DBDH is the newest and most modern endoscopy centre in Sydney. Bringing together over 15 of Sydney's most established and respected clinicians, the centre aims to make each patient's procedure as efficient and pleasant as possible. Located in the heart of Double Bay, the site is easily accessible from the Sydney CBD as well as the Eastern Suburbs. The state-of-the-art facility has been designed to maintain close personal attention while ensuring the highest level of safety standards.

Like many hospitals, DBDH understood that coding needs to be done promptly and correctly to secure a stable cash flow. Experienced coders are difficult to find and expensive when on a payroll and so the Synapse remote service is ideal for hospitals of this size.

Challenges

Prior to Synapse's engagement with DBDH they had a part time coder who would come to the hospital several days a week or code from her home office. When this coder was on holidays or sick leave the coding was put on hold, directly impacting billing and cash flow. This was when DBDH engaged Synapse Medical Services. After doing a simple cost benefit analysis, DBDH found outsourcing to Synapse to be both cost effective and much more efficient.

Solution

Synapse was seamlessly implemented at DBDH within a few days, providing end-to-end coding services. The Synapse coding team is led by Australia's two most experienced coding educators offering over 60 years of collective coding experience who embedded a simple workflow within the health information department of the hospital.

Results

DBDH saw immediate benefits engaging with Synapse. The time reduction in completing coding was immediate and staff stress reduced as remote coding was taken care of allowing them to focus on patient care and more pressing calls on their time. Financially the hospital's position improved because on-time coding meant bills were also submitted faster.

In addition to the increased efficiency, costs dramatically reduced. Synapse's per file cost model is significantly less than hiring or contracting staff, without ever compromising quality. DRG accuracy remains above 98%.

We have been using Synapse Remote Coding services for almost 12 months.

Previously, we had a part time coder who would come into our hospital several days a week or remote in and code from her home office. When they were on holidays or on sick leave, our coding was put on hold which is far from ideal.

After doing a simple cost benefit analysis, we found outsourcing to Synapse, not only cost effective but more efficient for our business.

The Synapse team are very knowledgeable, understand our business and very timely in doing the work.

I would highly recommend using Synapse Coding for an independent, private Day Hospital like ours.

Chris Kourt, General Manager
Double Bay Day Hospital