

## CASE STUDY:

### Data Drives FQHC Revenue Cycle Success

Monthly  
collections went  
from \$200,000 to  
over \$800,000



*"PMG knows how to  
make our existing  
systems work for us."*

- Peter Gerondeau  
Senior Vice President & CEO, The Dimock Center.

Find out what the PMG Experts  
can do for your FQHC

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The Dimock Center is a complex non-profit community health center, offering a wide array of services to Boston's underserved populations. In 2013, Dimock handled over 76,000 visits annually with 17,000 unique patients and clients.

**The Problem:** Like many CHCs, Dimock had purchased complex practice-management and billing software systems. And like many CHCs, Dimock was struggling to make these systems fit its needs. Staff found it hard to learn the systems, and the reports produced were difficult to interpret and utilize. With no data to reference, strategic and tactical planning became nearly impossible. As Dimock's senior vice president and CFO says, "We were data rich but report poor. The info was there — just not in a format we could use." Dimock was on a dangerous financial path, as more and more receivables slipped through the cracks.

**The Solution:** PMG's team was able to take stock reports from Dimock's existing systems and develop hybrid tracking and reporting options to fit the center's needs. Using data collected while processing over 1.7 million CHC encounters annually, PMG was then able to benchmark Dimock against its CHC peers.

Using these findings, PMG worked with Dimock's executive team to set key performance indicators and create a growth plan. This allowed Dimock's leadership to make informed decisions on everything from assessing day-to-day training needs and reducing denials to deciding whether to contract with a particular insurance provider.

"PMG knew how to make our existing systems work for us," says Peter Gerondeau, senior vice president and CFO at the Dimock Center. "When there is a question or an issue, you can pick up the phone and get a real person. That is rarely the case with software-solution companies. PMG's staff learns the inner workings of your center, so they understand your data and how to turn that into actionable solutions. The data PMG provides is far more robust and on point than what we were able to achieve on our own. As a result, we are able to use that data to identify and fix gaps in our revenue-cycle process."

**The Results:** By optimizing the data and reporting for Dimock, PMG was able to increase collections and reduce bad debt. In fact, Dimock's monthly collections went from \$200,000 to over \$800,000.