
HFMA Region 11

Remaking a Revenue Cycle Organization

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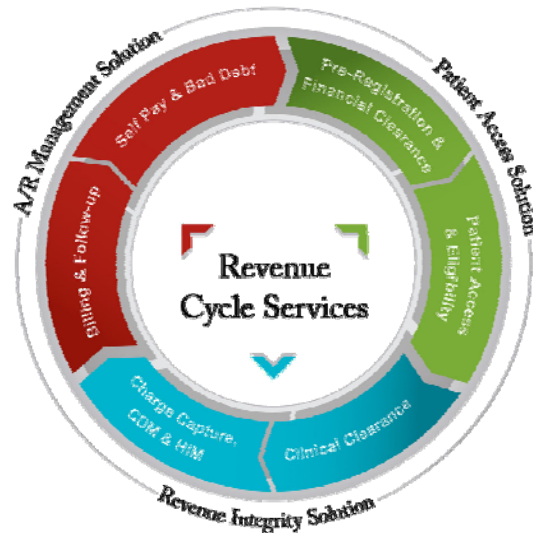
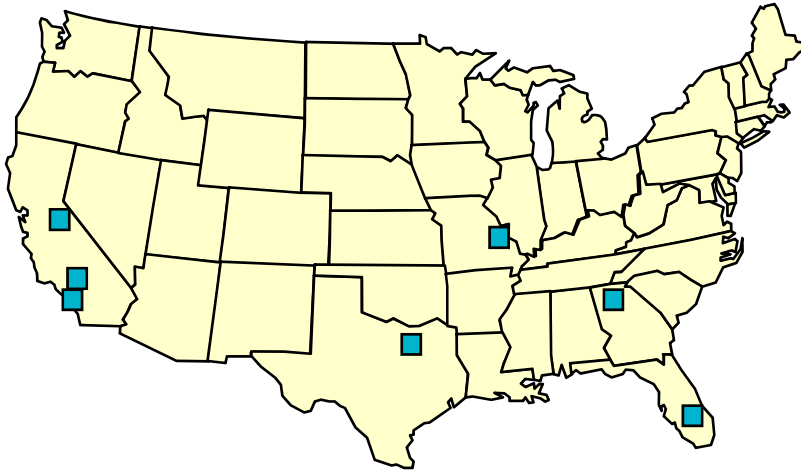
About Tenet

- Tenet Healthcare Corporation is one of the largest investor-owned health care delivery systems in the nation.
- By the numbers:
 - 49 acute care hospitals in 12 states
 - 57 outpatient centers in 11 states
 - 13,149 licensed beds
 - 60,297 employees
 - \$8.6 billion net operating revenues (2008)
 - 530,303 admissions (2008)
 - 3.8 million outpatient visits (2008)

* First 3 statistics as of Q3'09

* Final 4 statistics as of CY'08

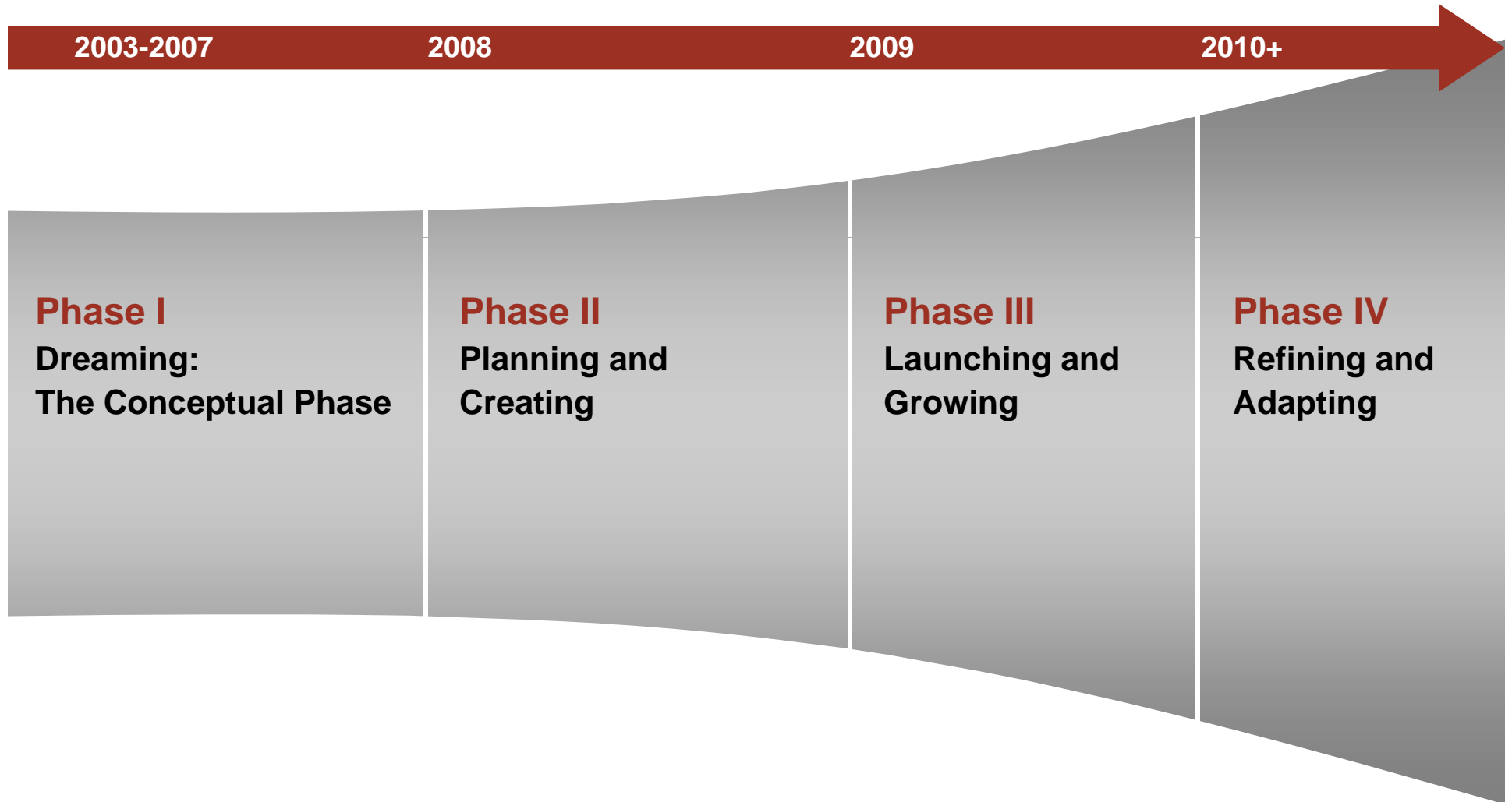
About Conifer Health Solutions



- ✓ \$10 Billion Net Revenue Under Management
- ✓ 5 Million Patient Accounts Processed Annually
- ✓ 7 Centers of Excellence
- ✓ 2,100+ Employees
- ✓ 70+ Hospital Clients
- ✓ 15 States

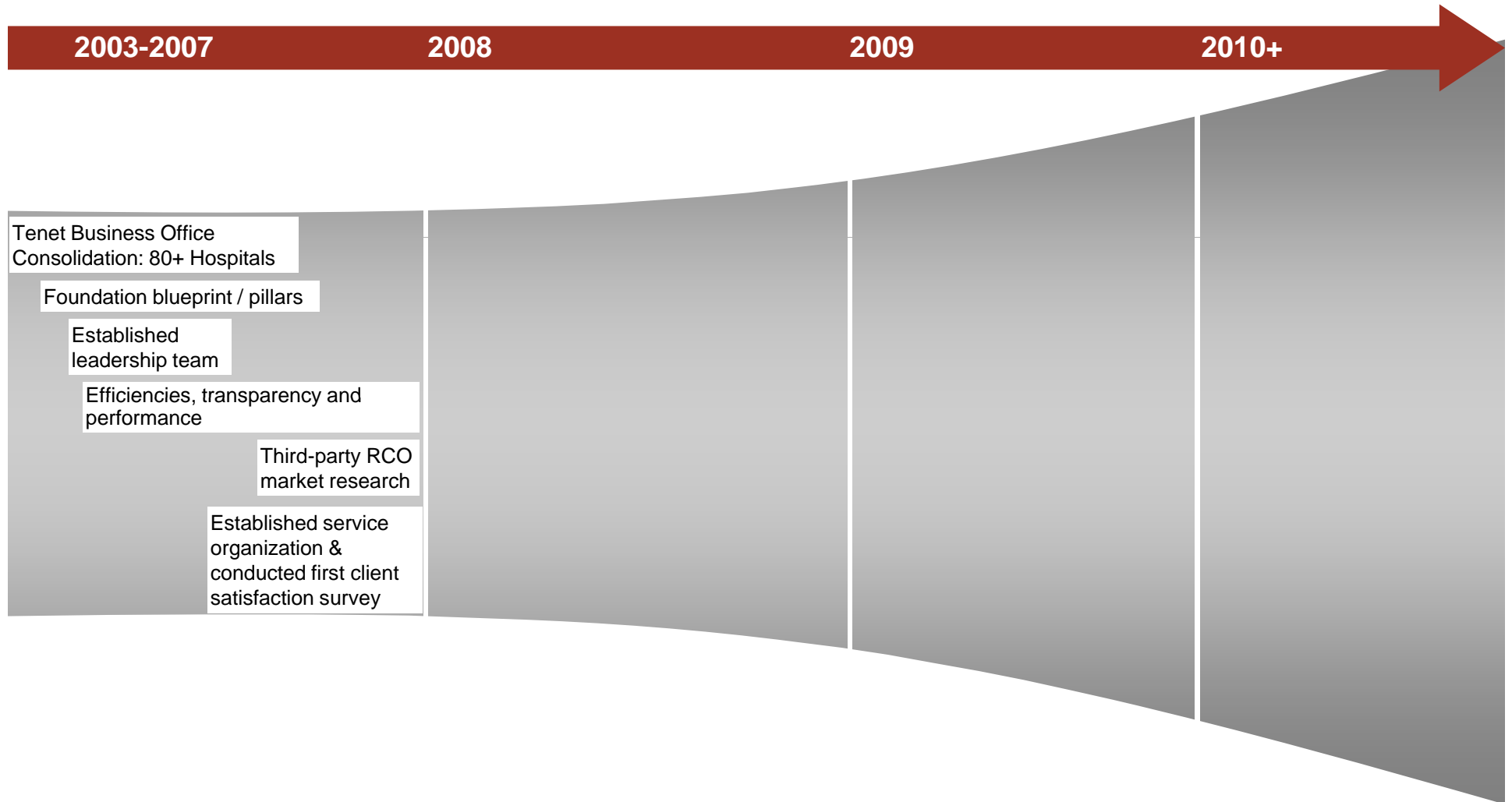
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Conifer Health Solutions A Leadership Case Study



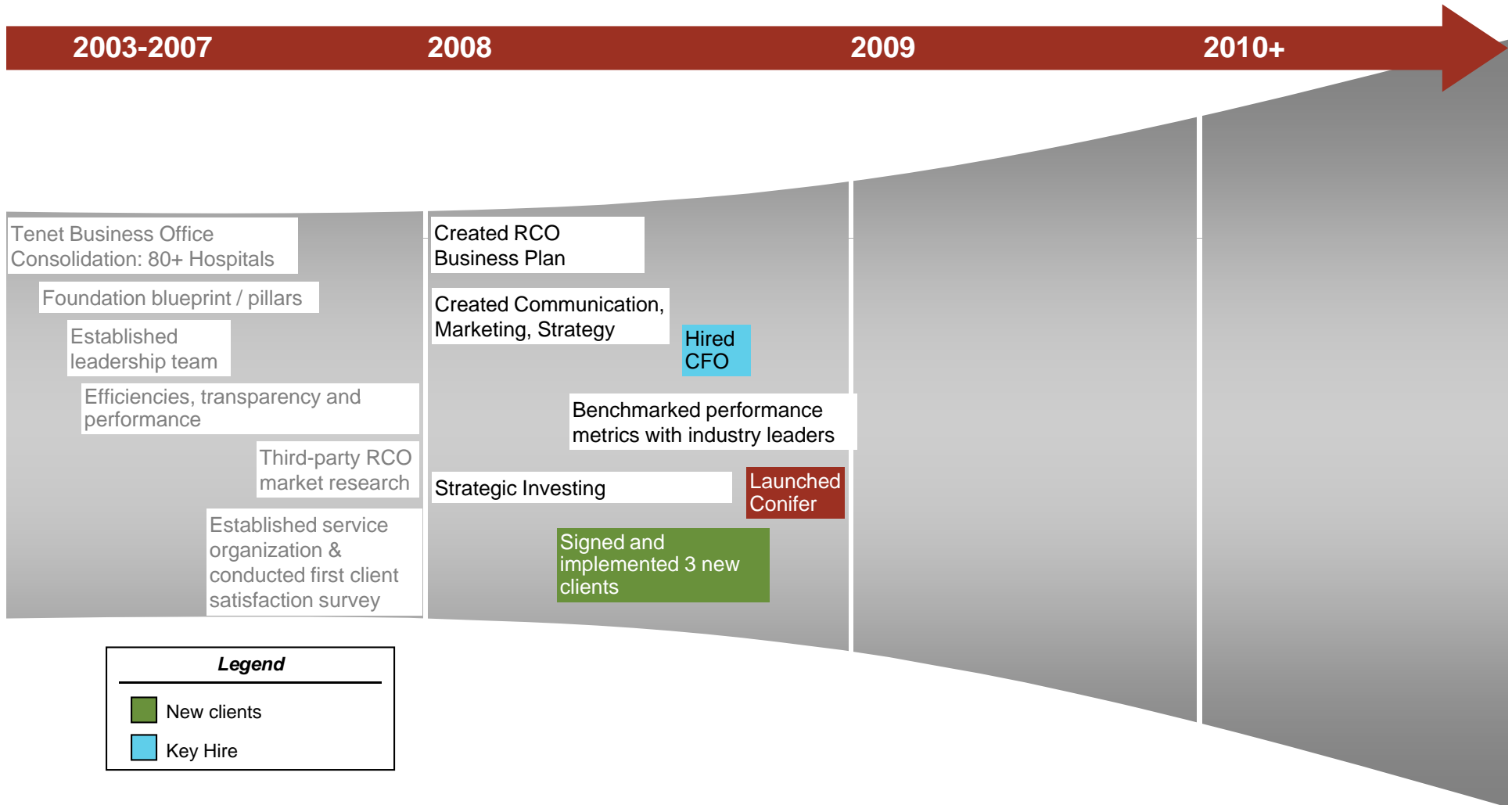
Phase I

Dreaming: The Conceptual Phase

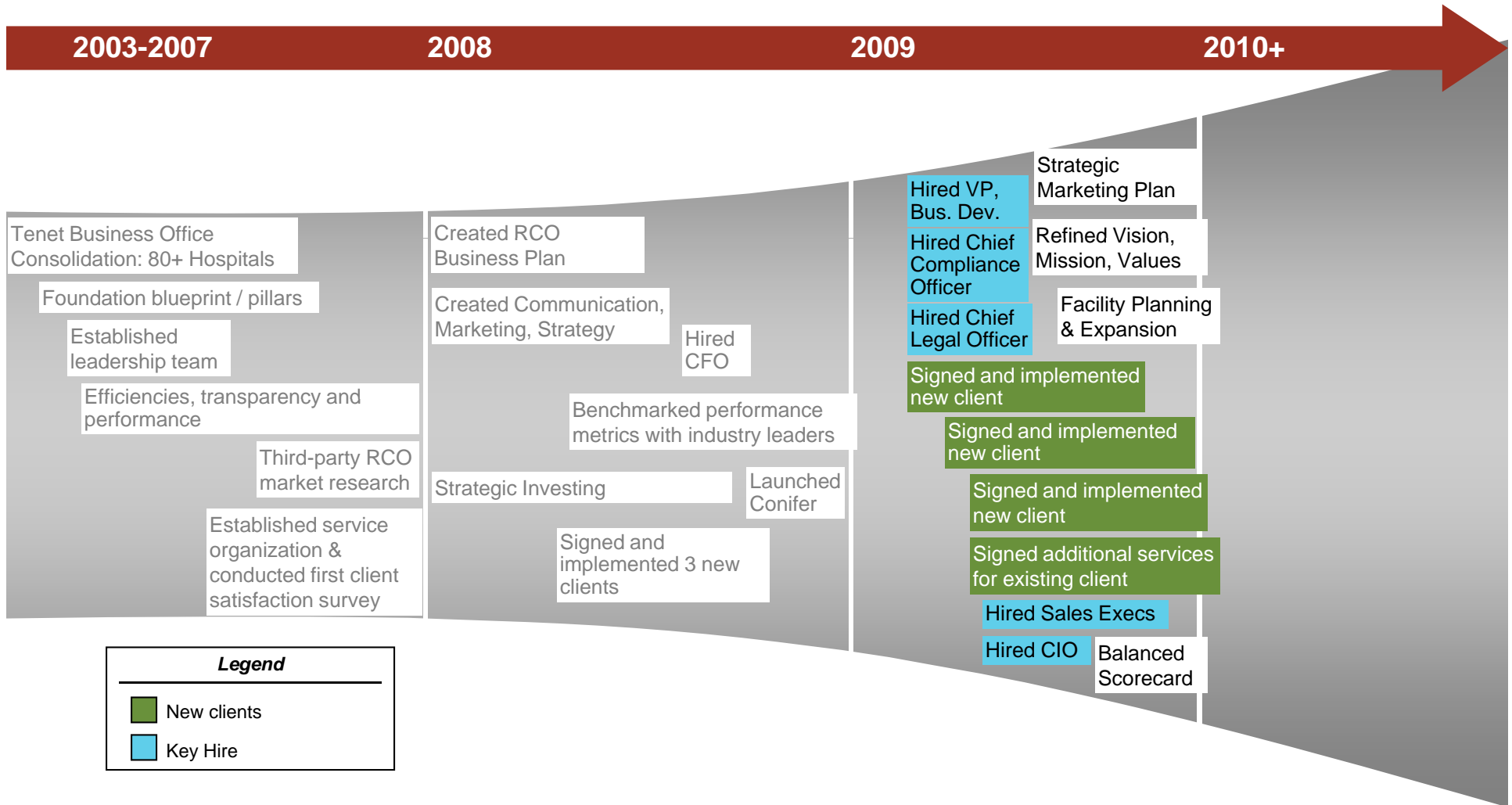


Phase II

Planning and Creating a “New” Organization

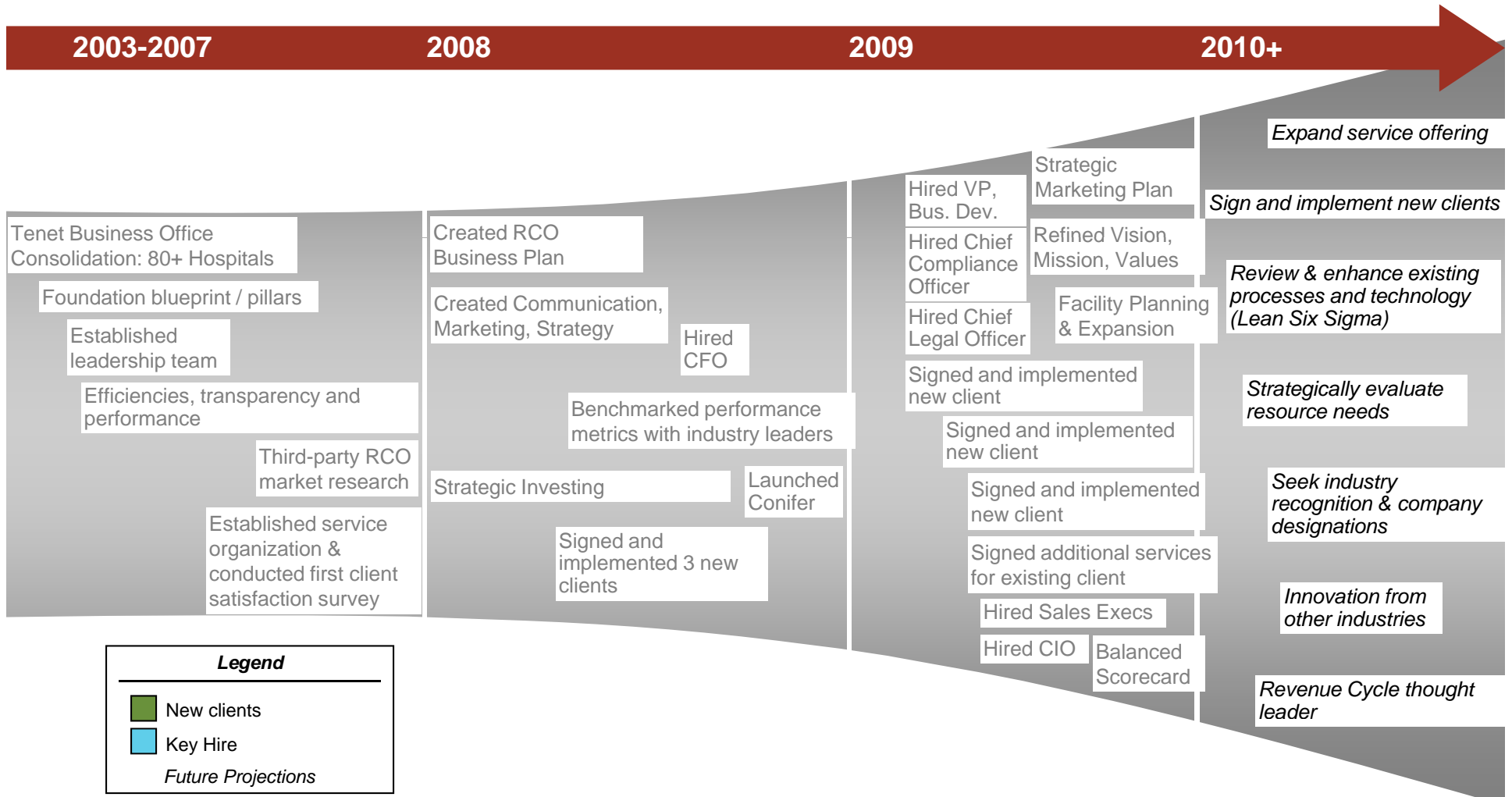


Phase III Launching and Growing

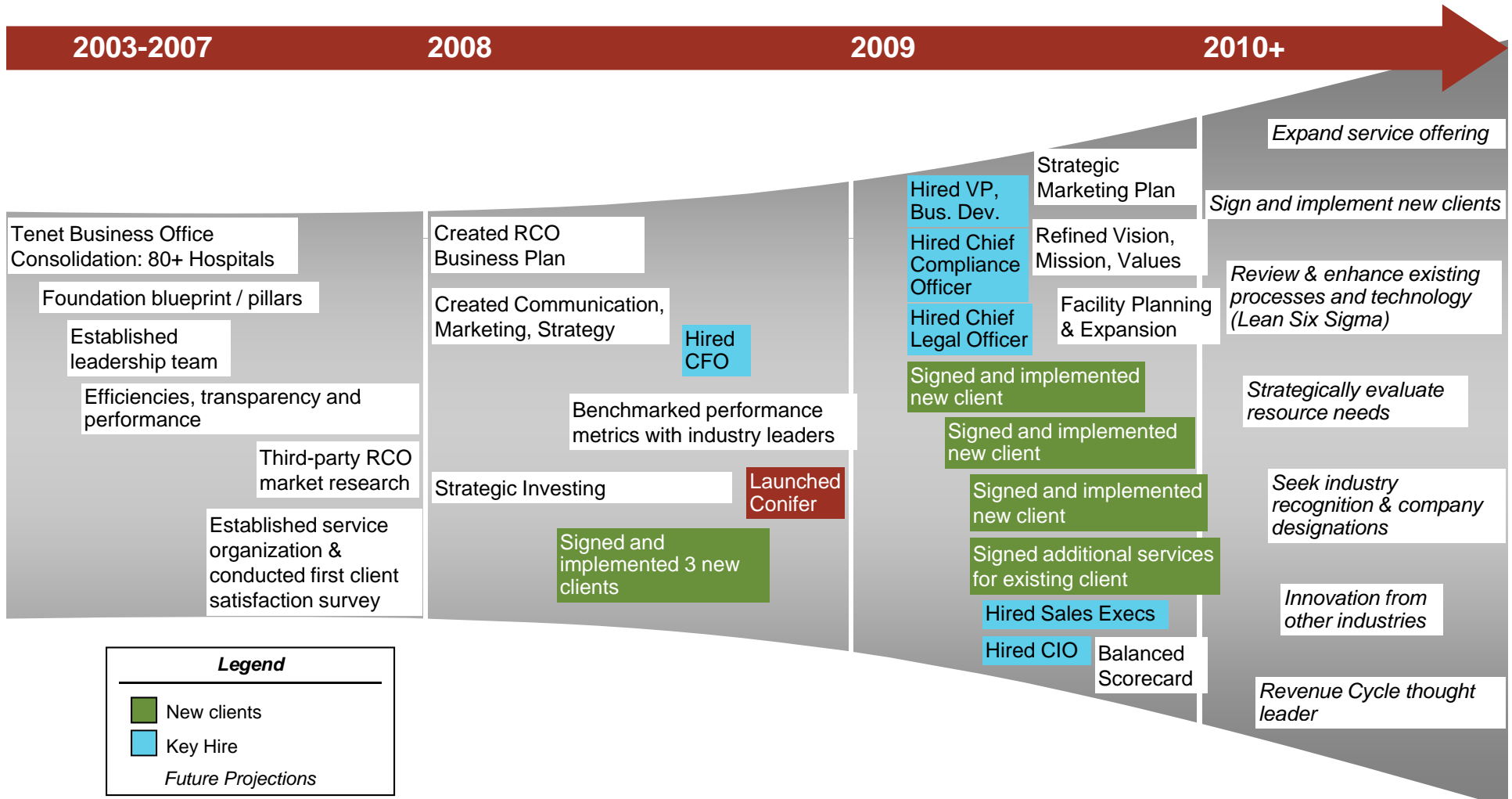


Phase IV

Refining and Adapting



Conifer Health Solutions A Leadership Case Study



Performance and Results

How Conifer compares to healthcare industry:

- ✓ Employee Engagement: 10% higher
- ✓ Turnover: 38% lower

How Conifer performs:

- ✓ Exceeded all client Service Level Agreements
 - ✓ A/R days outstanding and aging
 - ✓ Costs
 - ✓ DNSP
- ✓ Client Satisfaction: 83%
- ✓ Revenue projections: 120%

Challenge we face as we grow: obtaining top talent

Four Leadership Strategies

1. Show up every day with your “A game”
2. Focus on the meaningful
3. Don’t let others’ judgments cloud your truths
4. Commit to outcome, but don’t become attached to it

Questions?

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