

Results of Shands' Decentralization Process

Revenue Cycle Indicators (Weekly Averages) July 1998 – June 2001			
	<u>Fiscal Year 1999</u>	<u>Fiscal Year 2000</u>	<u>Fiscal Year 2001</u>
Overall Denial %	6.3%	2.6%	2.4%
First Pass %	39%	48%	53%
Unposted Charges	\$548,806	\$262,073	\$120,658
Precert Denial Write-Offs	\$28,181	\$39,628	\$17,998
Discharged, Not Final-Billed	2,399,102	982,268	713,860

Annual Performance Indicators July 1998 – June 2001			
	<u>Fiscal Year 1999</u>	<u>Fiscal Year 2000</u>	<u>Fiscal Year 2001</u>
No. of Accounts Created	356, 043	356,967	380,499
Point-of-Service Cash	2,789,015	3,249,076	4,477,174
No. of Precertifications	31,883	48,685	69,793
No. of Insurances Verified	149,725	166,681	224,413
No. of Written Patient Acknowledgements	77	132	278