



HARMONY SAVES UNDERSTAFFED CLIENT \$1M BY RESOLVING 10,000 BACKLOGGED CASES AHEAD OF DEADLINE

Overview

A top five Healthcare organization was facing legal and financial repercussions as a deadline approached to complete required submission of cases to the state. Amid a staffing shortage, the client needed significant support from Oncology Data Specialists to submit 10,000 backlogged cases immediately to avoid legal fees and a loss of more than one million dollars in grant funding.

Challenge

A large Northeastern healthcare system with an academic medical center and dedicated cancer center was facing a large-scale issue that proved too overwhelming to resolve on their own.

The client was scrambling to fill backlogged cases in the middle of a staffing shortage

About Harmony Healthcare

Harmony Healthcare is a trusted professional services firm that provides organizations with the talent and resources needed to succeed today, as well as the foresight to prepare for tomorrow's challenges between both talent solutions and consulting approaches.

Areas of Expertise:

- Coding
- Audit & Validation
- Inpatient & Ambulatory Clinical Documentation Integrity
- Case Management & Utilization Review
- Clinical Abstracting & Quality Outcomes
- Revenue Cycle & Population Health Leadership
- Revenue Integrity

A Trusted Partner

Harmony Healthcare works with more than 300 clients, including health systems, academic medical centers, physician groups, accountable care organizations, technology providers, and healthcare advisory firms. We approach projects from your perspective with solutions focused on quality with a return on investment.

that needed to be submitted quickly to avoid legal repercussions. Failure to do so would cost them more than \$1,000,000 in funding for oncology research and other pharmaceutical and clinical trials.

Solutions

Harmony Healthcare consulted with the client and was first tasked with resolving 5,000 backlogged cases. Wasting no time, Harmony brought in the necessary, experienced talent to help the client avoid disruption in participation of clinical trials, as well as prevent dissatisfaction with physicians and patients who wanted to contribute and participate.

Harmony was able to cut the original projected timeline of four months in half – staffing more than 25 skilled Oncology Data Specialists to fill the backlogged cases in a mere 45 days and pull the client out of trouble.

Due to the efficiency, professionalism, and quality talent the client saw, Harmony was tasked to resolve the remaining 5,000 backlogged cases. Harmony repeated their proven process to successfully clear the remaining backlogged cases and set the client up for a successful new year.

During the engagement, Harmony staffed more than 20 Oncology Data Managers, two ODM QA Specialists, and one Operational Support Manager. The Harmony staff was instrumental in securing the future of the Healthcare organization. The client successfully secured their grant money and has been able to continue their critical research.

The Harmony Difference

In less than two months, Harmony Healthcare placed exceptional talent who worked effortlessly to fill backlogged orders before the deadline. Together, all 10,000 of the client's backlogged cases were filled, keeping them in compliance with standards.

Harmony's client-centric approach allowed them to gain a deep understanding of the organization's needs and exactly what was at risk. Understanding the significance of the issue at hand, Harmony proved their service skills by quickly providing top notch candidates that were able to turn things around for the organization, allowing the opportunity for continued success in the new year.

Ready To Transform Your Team?

Our team at Harmony Healthcare directly supports with contract, contract-to-hire, direct hire, and executive, and consulting workforce solutions. [Contact us today!](#)
