

# Prosser Memorial Health Maximizes Medicare Reimbursement *with HSI's Expert Consulting*

## CLIENT INSIGHTS

**Client Name:** Prosser Memorial Health  
**Location:** Washington

**Type:** Critical Access Hospital  
**Size:** 25 beds

## OVERVIEW

**Prosser Memorial Health**, a critical access hospital (CAH) serving rural Washington, faced a **significant challenge**: missing out on the **full Medicare reimbursement**.

They discovered too late that they had **missed a submission requirement they were unaware of, costing the hospital 1% of its eligible Medicare reimbursement**. This was **a substantial loss** for a rural facility operating on razor-thin margins.

**Enter Health Systems Informatics (HSI)**—a healthcare IT consulting firm with over 30 years of experience in optimizing EHR systems and regulatory compliance. Through a strategic partnership, **HSI deployed expert consultants to partner with Prosser Memorial to ensure accurate and timely submission** of the Eligible Hospital Promoting Interoperability (EH PI) program and electronic Clinical Quality Measure (eCQM) Reporting documentation to CMS and Inpatient Quality Reporting (IQR).



## CHALLENGE

Rural hospitals like Prosser Memorial operate in uniquely constrained environments. According to the National Rural Health Association, **many CAHs are reimbursed at 101% of allowable costs under Medicare**. However, due to sequestration and other policy limitations, actual margins often fall below sustainability thresholds. **Nearly half of rural hospitals operate in the red, with average operating margins hovering around 1.5% or less.**

For Prosser Memorial, the **loss of even 1% in Medicare reimbursement** due to late EH PI and eCQM filings **potentially meant the difference between breaking even and potentially operating at a deficit**. These **funds are critical** for maintaining emergency services, staffing, and access to care in underserved regions. Without the right expertise and resources, **rural hospitals can struggle to comply with complex regulations** and secure the reimbursement necessary for sustainability.

## SOLUTION

HSi stepped in with a tailored consulting engagement focused on:

- Regulatory experts to guide Prosser's internal teams.
- Compliance tracking for EH PI documentation.
- Identification of Improvement Opportunities for increased performance outcomes
- Submissions aligned with CMS deadlines and annual regulatory requirement changes

HSi's consultants worked hand-in-hand with Prosser's Quality and compliance Officer and Informatics team, ensuring every piece of documentation met CMS standards and was submitted on time.

## WHY IT MATTERS

In rural healthcare, every percentage point counts. With average profit margins often below 2%, even small reimbursement losses can jeopardize service lines or staffing levels.

HSi's expertise not only helped Prosser Memorial recover lost revenue but also built a sustainable framework for ongoing compliance and financial health.



## RESULTS

Thanks to HSi's intervention, Prosser Memorial:

- Consistently **received the full Cost +1% Medicare reimbursement** previously lost.
- Achieved **100% EH PI regulatory compliance** reporting each year.
- **Minimized the risk** of EH PI and IQR reporting gaps due to lack of onsite regulatory knowledge and awareness of the ever changing requirements.
- **Strengthened its financial position**, enabling reinvestment in patient care and infrastructure.

Prosser Memorial is **successfully avoiding a costly 1% penalty, reclaiming hundreds of thousands of dollars** that would otherwise have been lost and **ensuring hospital services remained supported**.

## CONCLUSION

Prosser Memorial Health's success story is **a testament to the power of strategic consulting and regulatory precision**.

With HSi's support, the hospital turned a costly compliance issue into a financial win—**ensuring continued access to quality care for its rural community**.

*I often work with [my HSi Consultant], and she is fabulous. I've worked with her for four years, and she's done so much behind the scenes for us. When it comes time for attestation, she keeps the book of evidence—she does it all.*

*It's awesome.*

*I couldn't do it without her.*

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