

LABORATORY OUTREACH

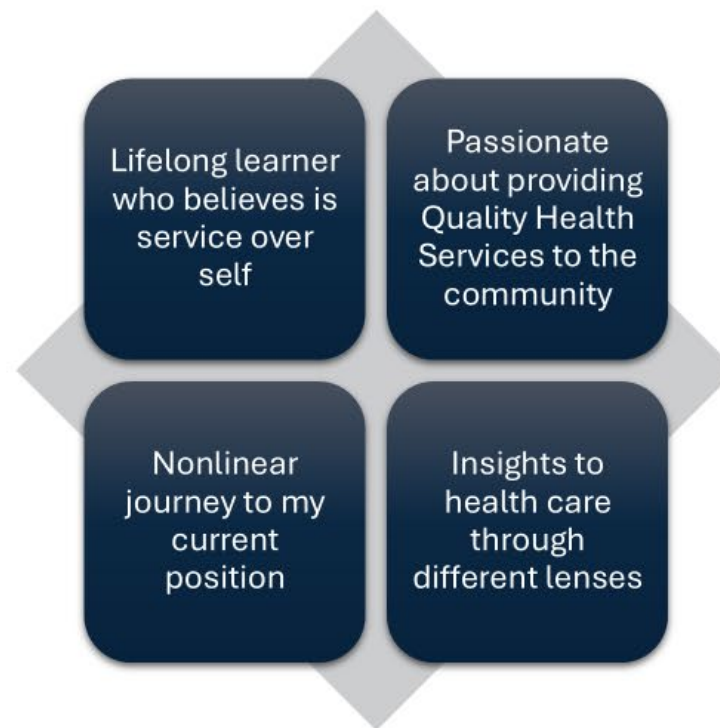
BUILDING A SUSTAINABLE BUSINESS MODEL

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Personal Profile



Lab Outreach, how did it start?



Resurgence of home care in the 1990s



Keep people “out of the hospital”.



Opportunity to provide Clinical Lab services in transitional care settings.



Provide Anatomic Pathology services to other health systems and providers in the community.



Strategy -“Sell” Clinical and Anatomic Pathology Services



Lab Outreach, what's in our portfolio?

Clinical Pathology

The extensive menu includes general and esoteric testing.

Anatomic Pathology

Surgical Pathology and Cytology.

Molecular Diagnostics

Precision Medicine and Pharmacogenomics

Mobile Phlebotomy Services

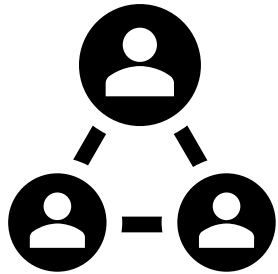
Courier Services

Interoperability – Keystone Health Information Exchange



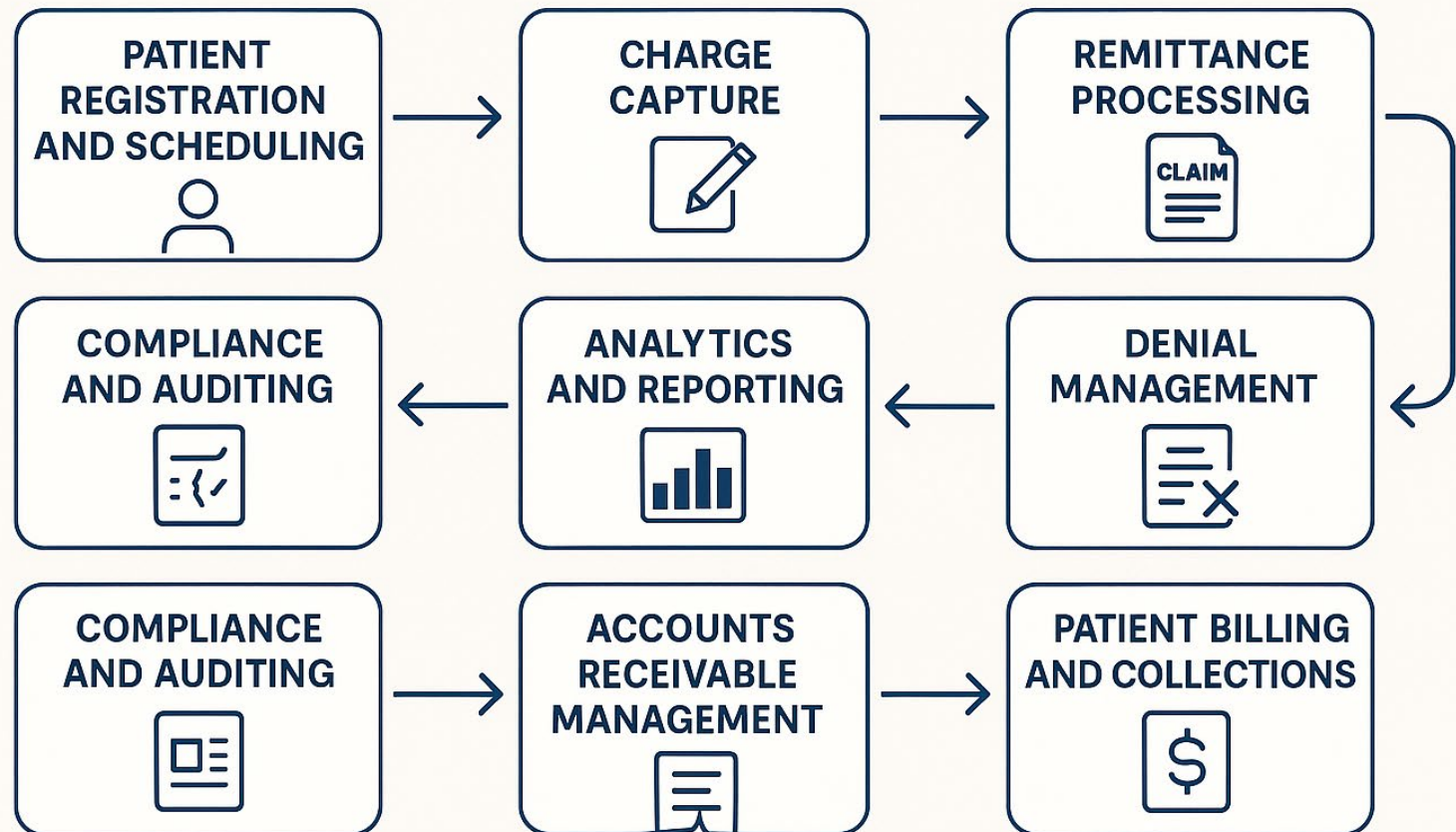
Lab Outreach: what is required for sustainability?

- ✓ Clinical and Legal & Regulatory Compliance
- ✓ Service delivery and support teams
- ✓ Technology and Infrastructure
- ✓ Pipeline management
- ✓ Quality and Continuous Improvement mechanisms



A critical success factor in healthcare program management...

REVENUE CYCLE MANAGEMENT



Characteristics of Client Bill

Client Bill

Scope:

GML Lab functions as a vendor, providing various collection and testing services.

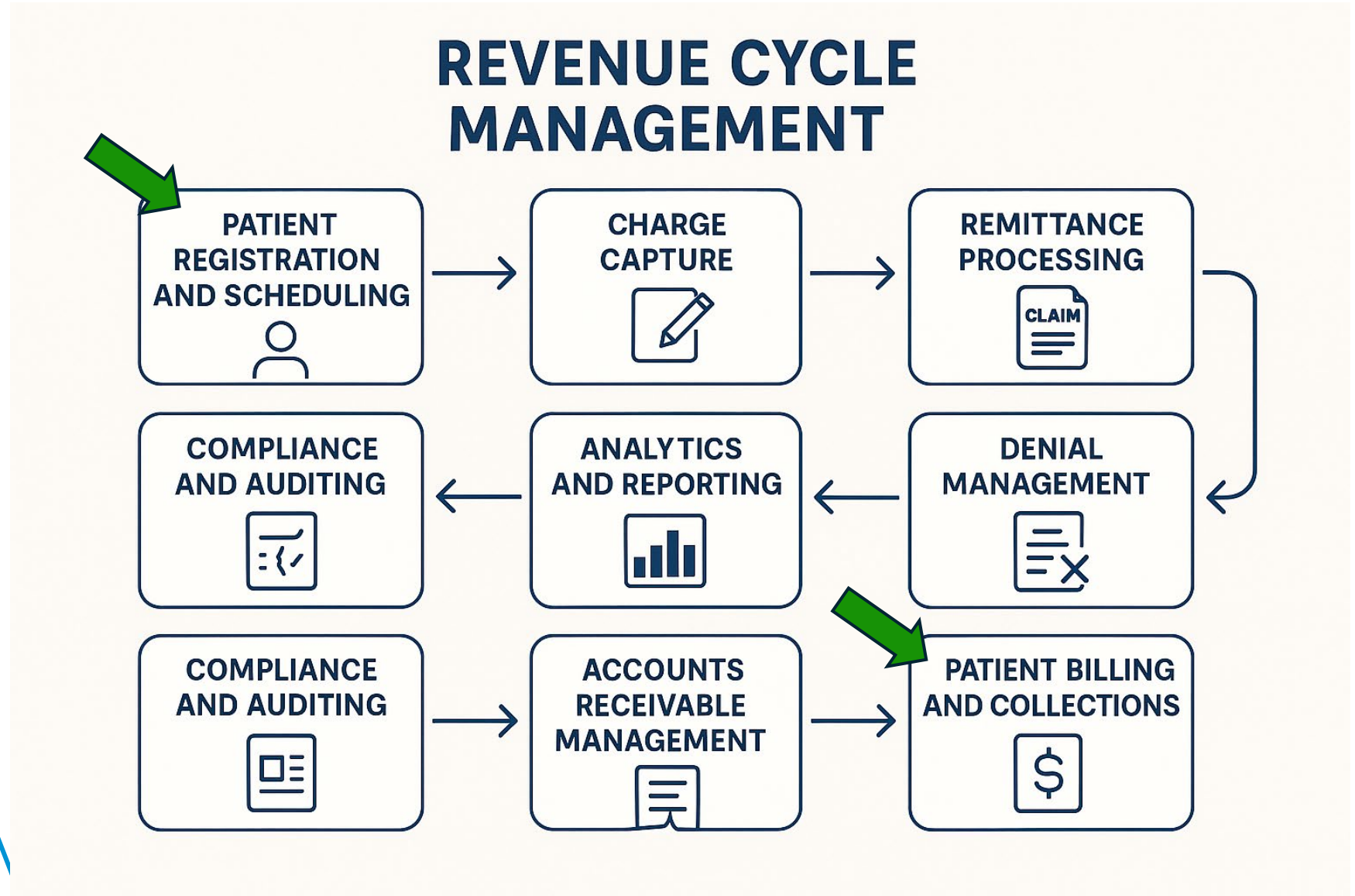
Legal agreements involving a fee schedule.

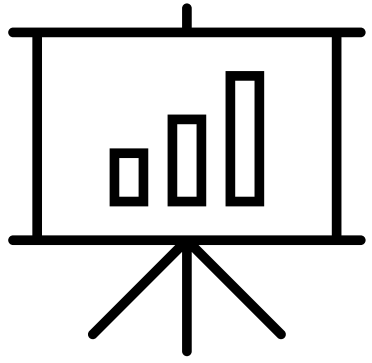
Standard AR collection timeframe – 30 days post invoice date.

Facilities pay GML directly.

Strong governance and effective resource utilization yield a healthy revenue stream.

The most critical success factor in healthcare program management...





Market disruptor COVID 19

- **Cost of care soars**
 - Labor
 - Drug Spend
 - Medical Supply

Facilities struggle to pay bills

GML Open AR >90 days increases

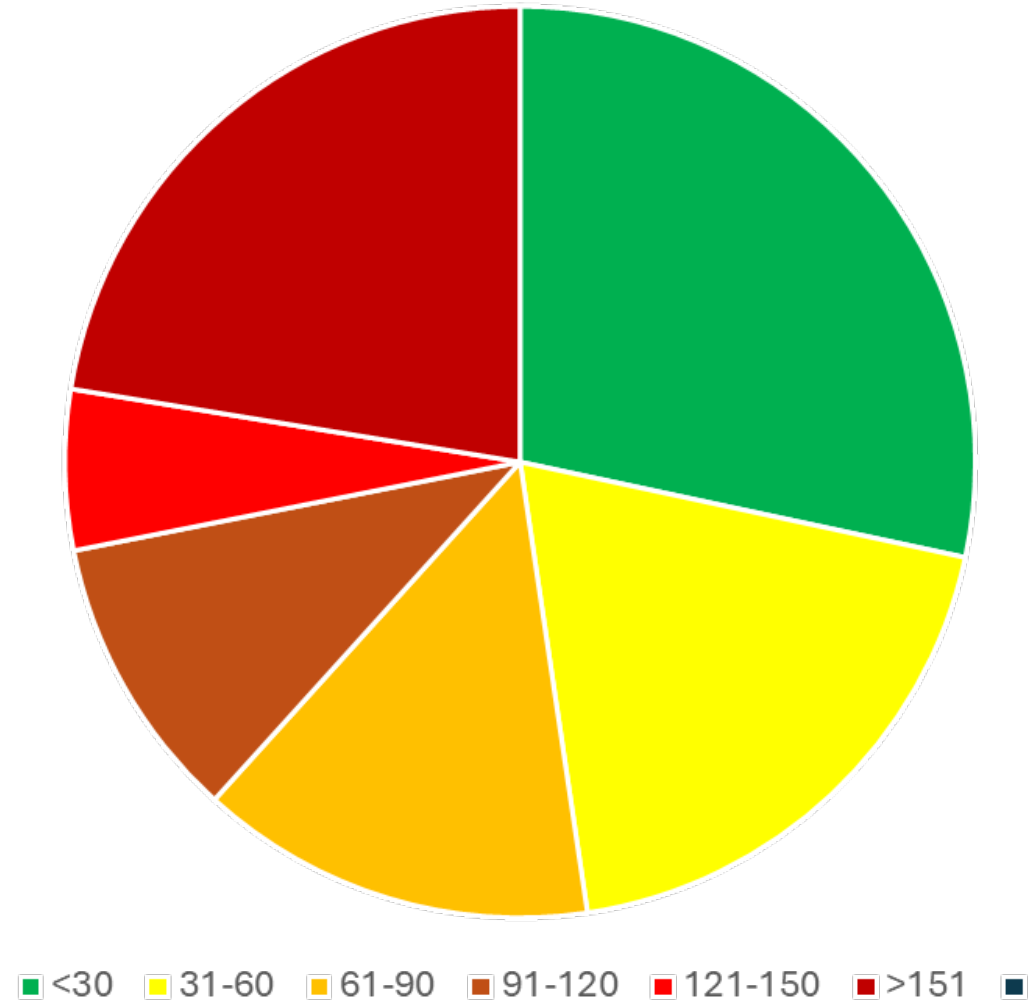
Aged AR → Bad debt

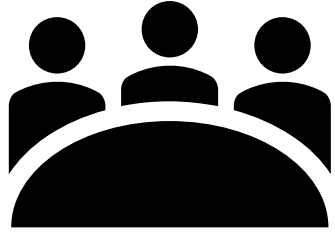
HIGH RISK TO PROGRAM SUSTAINABILITY

State of Open AR post covid

Days	% Open AR
0-30	28%
31-60	19%
61-90	14%
91-120	10%
121-150	6%
>151	23%

Client Bill Open YTD(days)





Call to Action

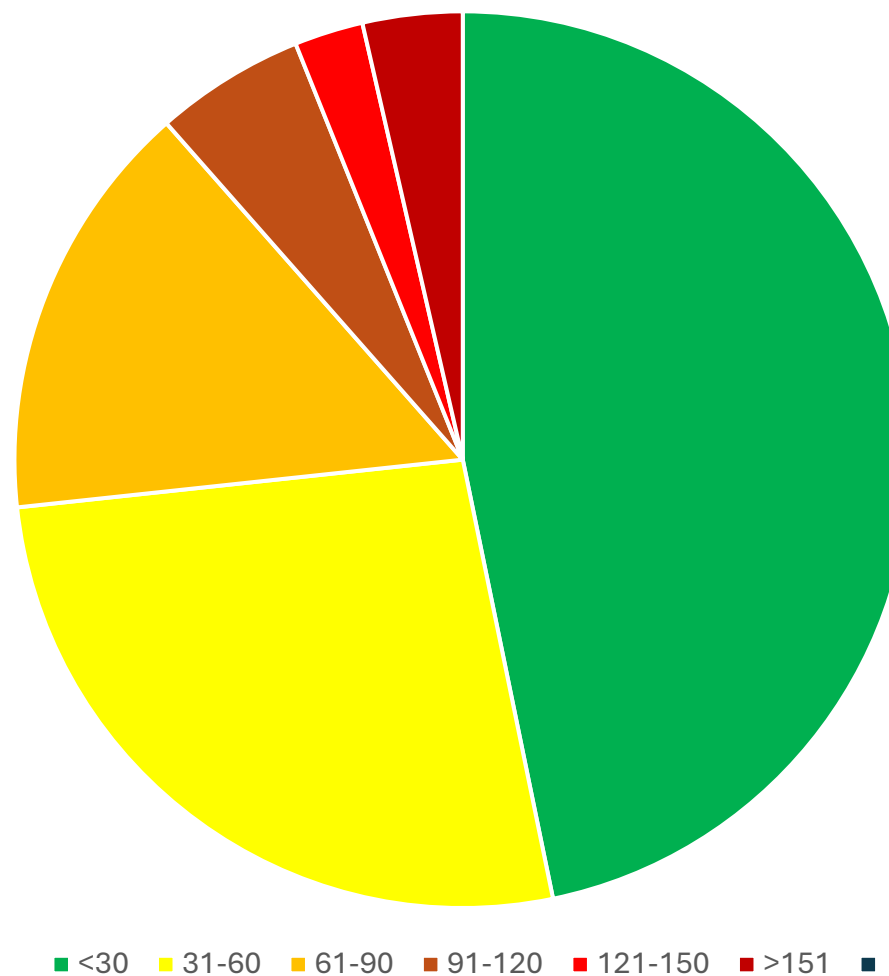
- **View OPEN AR in the scope of time rather than dollar amount.**
- **Enable cross-functional teams**
 - Revenue Cycle and LAB Client Support
- **Collaborative space for closed-loop communication.**
 - Track payment performance by client

The results were favorable after two consecutive Quarters!

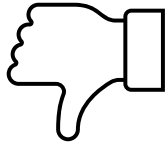
State of Open AR after call to action

Days	% Open AR
0-30	47%
31-60	27%
61-90	15%
91-120	5%
121-150	2%
>151	4%

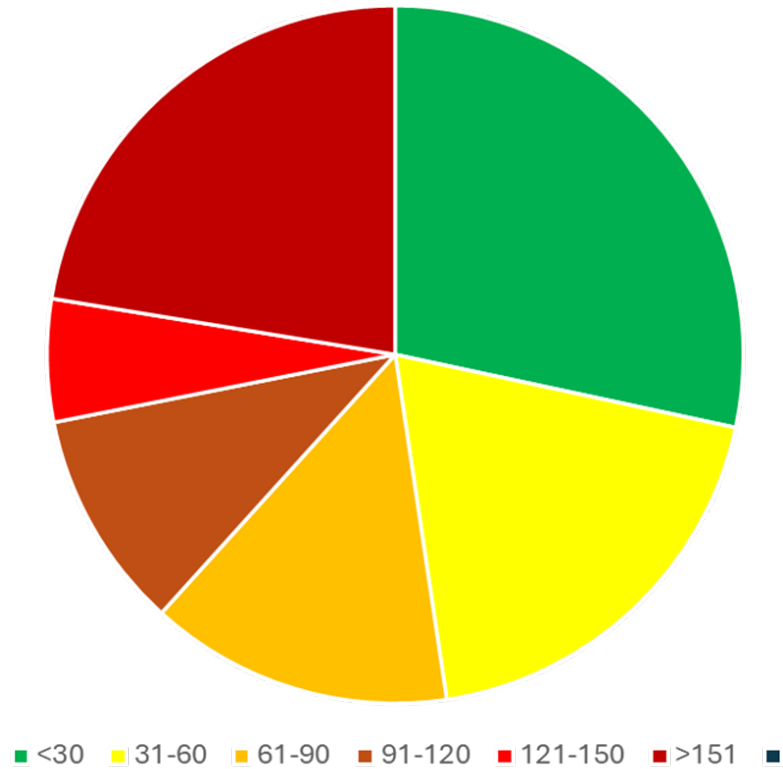
Client Bill Open AR(days)



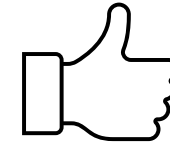
Comparison of Open AR >90 days



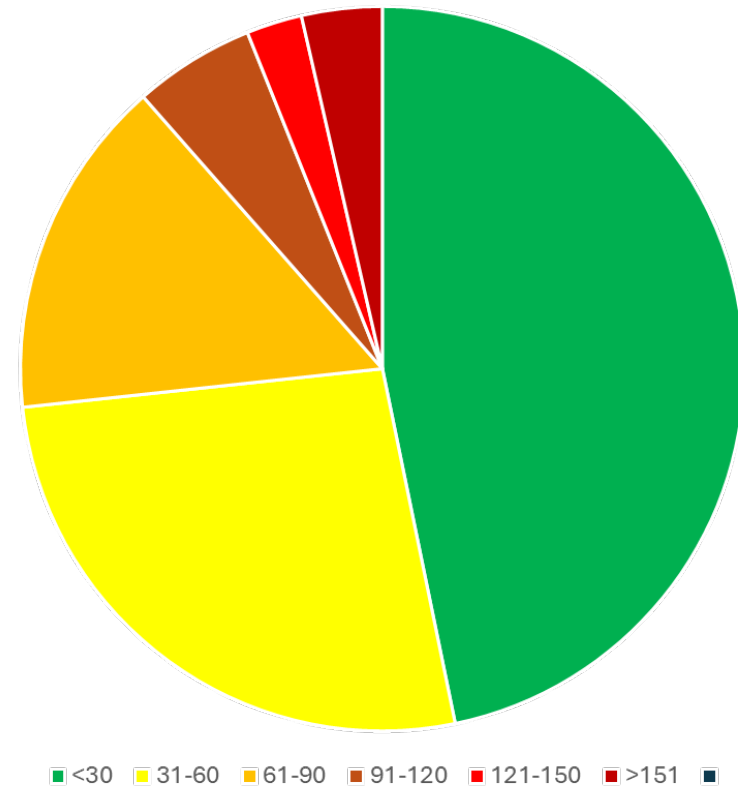
Client Bill Open YTD(days)



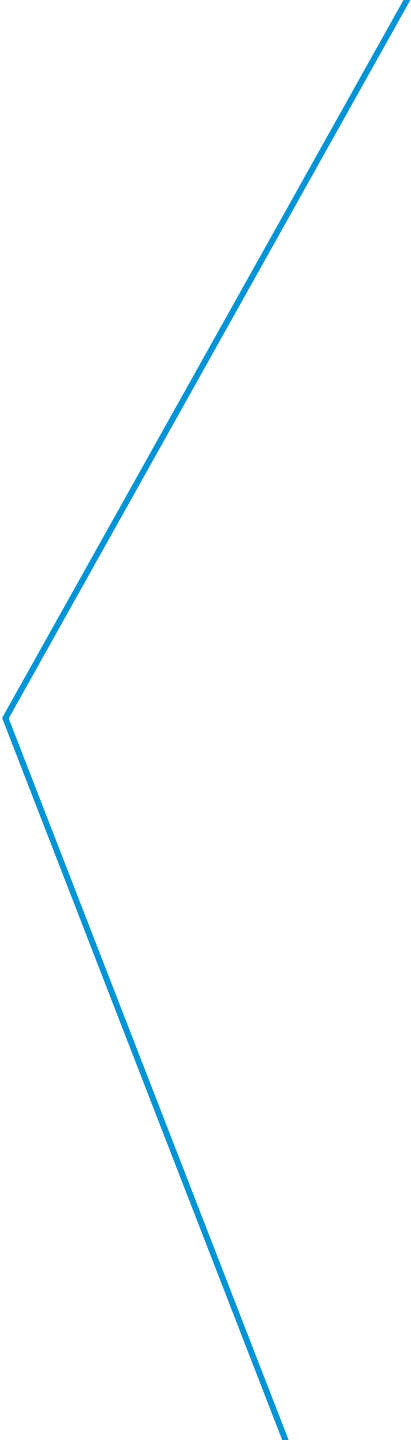
Performance Q2 of CY 2024



Client Bill Open AR(days)



Performance Q1 of CY 2025



Lessons Learned

- ✓ **Compliance is paramount and everyone's responsibility**
- ✓ **Electronic workflows must drive compliance E2E**
- ✓ **Strengthen partnership with RCM and Legal**

Future Improvements

- ✓ **Implement scalable CRM tooling**
- ✓ **Adopt Automated solutions for clean invoicing and payment recovery**
 - **Speed up Revenue Recognition**
- ✓ **Revise Discovery process for new business**

Thank you!

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