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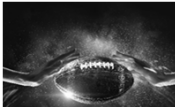


Innovative Technology and Revenue Cycle Processes The importance of syncing the two

Friday, January 18, 2019
Gillette Stadium Clubhouse

Melinda Kilroy-Cauley, Senior Vice President
Revint Solutions

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Innovative Technology and Revenue Cycle Processes The importance of syncing the two

Healthcare organizations must ensure that technology is fully utilized and in-sync with the revenue cycle processes to guarantee successful account processing and reduce revenue leakage

This session will focus on:

- The importance of syncing the two throughout the revenue cycle
- Steps organizations can take to ensure processes and technology are working smoothly together



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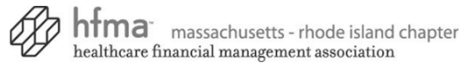
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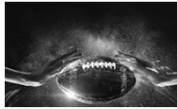
Innovative Technology and Revenue Cycle Processes The importance of syncing the two

“Information technology and business are becoming inextricably interwoven. I don’t think anyone can talk meaningfully about one without the talking of the other.”

Bill Gates



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“Technology alone is not enough.”

Steve Jobs



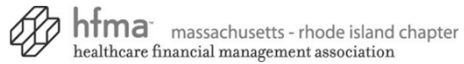
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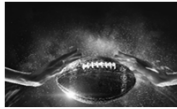
Innovative Technology and Revenue Cycle Processes The importance of syncing the two

“You have to start with the customer experience and work back toward technology - not the other way around.”

Steve Jobs



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Innovative Technology and Revenue Cycle Processes The importance of syncing the two

To obtain a top functioning and successful revenue cycle operations:

- Develop desired outcomes per department and function
- Well defined processes and goals
- Understand the challenges
- Determine how to utilize technology to support the operations

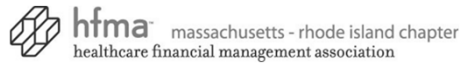


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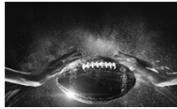


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Revenue Cycle Operations



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Various processes throughout the revenue cycle:

- Scheduling
- Registration
- Insurance verification
- Order/charge entry
- Coding
- Billing
- Accounts receivable
- Payment posting
- Vendor management



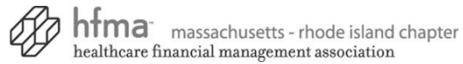
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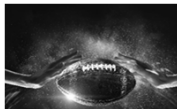
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Various systems throughout the revenue cycle:

- Scheduling
- Registration
- Insurance verification
- Order/charge entry
- Coding
- Billing
- Accounts receivable follow-up
- Payment Posting



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Innovative Technology and Revenue Cycle Processes The importance of syncing the two

Syncing technology and process - some examples:

- Patient Access
 - Scheduling/Registration
 - Medical necessity
 - Verification of benefits
- Charge Entry/Orders
 - Automated
 - Manual
 - Varies by department



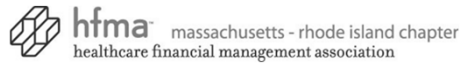
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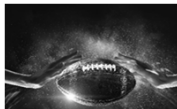
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Syncing technology and process - examples:

- Coding - Procedures/Diagnosis
 - Automated
 - Manual
 - Varies by service
 - Vendor support
- Billing
 - Billing edits
 - Health information system
 - Bolt on system



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Syncing technology and process - examples:

- Accounts Receivable
 - Follow-up
 - Worklists
 - Colleague driven or system driven
- Payment Posting/Account Reconciliation
 - Automated
 - Manual



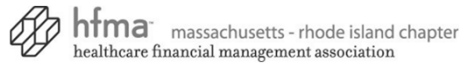
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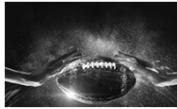
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Opportunities to review processes and the use of technology

- New system implementation
- Revenue cycle assessment
- Quality assurance
- Colleague training
- Reporting



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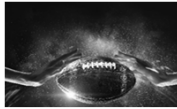


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System Implementation

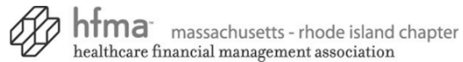


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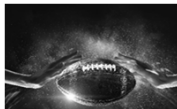


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- Implementation of a new system is a great opportunity to review and sync revenue cycle processes with technology
- Key factors for a successful implementation
 - Do not transition current state operations to future state operations
 - In-depth understanding of the functionality within the new system
 - Start with processes and desired outcomes to determine technology usage



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- Create a clearly defined road map to get from point A (current state) to point B (future state)
- Document current state operations
 - Document every step, action and process
 - Document processes for the following:
 - Teams
 - Functions
 - Employees
 - External vendors
 - Use of bolt on systems
 - Organizations that receive data via downloads or interfaces
 - Document current challenges and obstacles
 - Include work arounds in place to bypass these road blocks



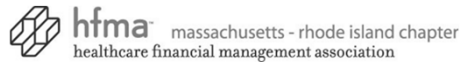
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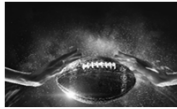
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Understand functionality of the new technology

- Understand specific functionality for your department and functions
- Get hands on experience
- Clearly document system functionality and terminology
- Create detail work flows
- Evolve documents into training tools



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Training

- New system training
 - Hands on is the best
 - Include new terminology in training
 - Future state operations and processes
 - New job functions and expectations
 - Communicate change in productivity and quality expectations
- Monitor functionality to determine if established processes are effective
 - Solicit input from staff on what is working well and what is not
 - Identify any workflow deficiencies
 - Modify process and procedures

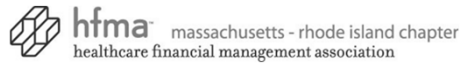


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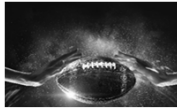


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Revenue Cycle Assessment



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Revenue Cycle Assessment

Include the following:

- People
- Process
- Technology
- Opportunities for improvement



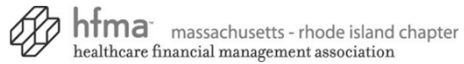
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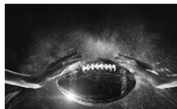
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People

- Include all departments
- Interview all levels within the department
- Observe
- Document



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Process

- Review policies, procedures and workflows
- Understand department defined outcomes and goals
 - Expected
 - Actual
- Observe
- Document



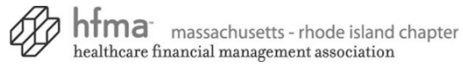
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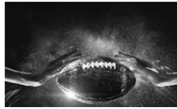
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Technology

- Understand all technology solutions utilized for each department
- Integration between technology
- How is technology used
 - Department
 - User
- Observe
- Document



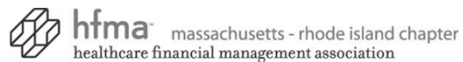
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Opportunities for improvement:

- Identify areas for improvement:
 - Manual processes that can be updated utilizing technology
 - Colleagues and processes requiring additional training
 - Process improvements
- Implementation of improvements:
 - Create project plan to implement changes
 - Prioritize projects



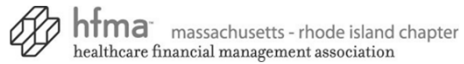
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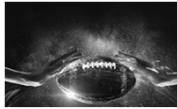
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Revenue cycle assessment - planning

- Full Assessment
 - Internal Project Management resource
 - External consultant
- Partial assessment by function
 - Yearly schedule
 - Quarterly
 - Bi-yearly



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Quality Assurance



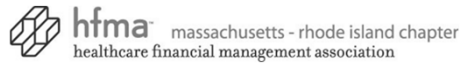
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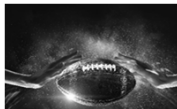
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Quality Assurance (QA)

- Develop a thorough QA process for all department and functions
- Highlight key performance initiatives and/or known problem areas
- QA process should include the review of processes and the use of technology
- QA outcomes will provide opportunities to:
 - Improve the use of technology
 - Identify training needs
 - Identify inefficiencies with technology



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Training



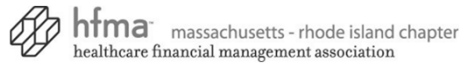
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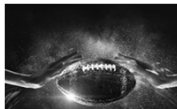
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Training

- Create a robust training program which includes both process and technology
- Develop training programs for
 - New hires
 - Ongoing programs
- Include department and function specific training
 - Hands on technology training
 - Include scenarios



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Revenue Cycle Reports



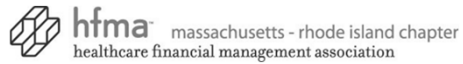
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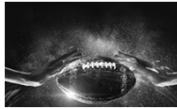
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Revenue Cycle Reports

- Develop reports to provide the information you want to see and not what the technology dictates
- Design reports that provide department specific data
 - Key performance indicators
 - Productivity
 - Quality



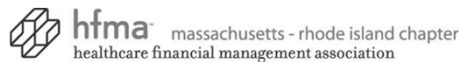
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Revenue cycle reports should provide:

- Content - what I want to know
- Frequency - when I want to know it
- Format - how I want to see it



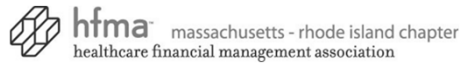
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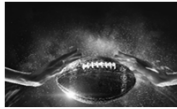
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Reports should be developed for:

- Department
- Function
- Colleague
- All systems



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Innovative Technology and Revenue Cycle Processes The importance of syncing the two

Reports by Department

Data will vary by department

- Scheduling
 - Wait times
 - Length of call
 - Abandonment rate
- Billing
 - Billing edits
 - Bill holds



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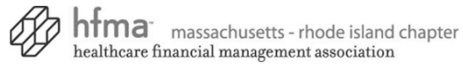


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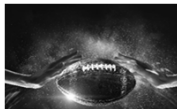
Reports by Department, Function and Colleague

Data will vary by function and colleague within the department

- Scheduling
 - Ancillary services
 - Surgical
 - Insurance verification
- Billing
 - Pre billing
 - Post billing functions



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Reports by Technology Solutions

- Utilize reports to ensure data integrity between system
- Develop reports for each technology solution utilized



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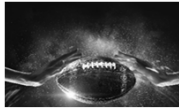
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Summary

Create standards within your organization to continually review processes and technology to ensure that the two are functioning cohesively



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