

Back 2 Basics: Revenue Cycle: KPI, Risk Factors, and Compliance

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Agenda

- Welcome
- Our current healthcare environment
- Competent Staff/Associates/Employees
- Examples and Group work: Core competencies
- Success stories
- Examples from an education program
- Building a thinker
- Cultivate a culture of learning

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You need to improve education of your staff – but how?



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Learning Objectives

- What does it mean to be competent?
- Key pre-service collection competencies and related performance objectives
- List competency assessment / validation methods
- List two issues related to successful adult educational program
- How to ask for & receive payment; maintain good will
- Understand the characteristics of adult learners
- Comprehend various learning styles
- Identify methods to create a culture that supports education

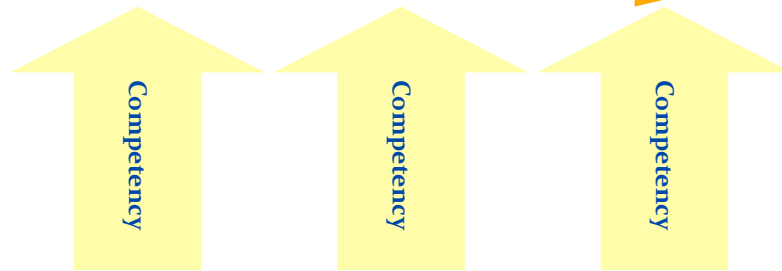
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Competencies Needed Throughout

- Front End
 - Patient Access
 - Scheduling
 - Verification
 - Registration
 - DNFB
- Middle
 - Charging
 - Documentation
 - Interfaces
 - Clinical staff
 - Ancillary staff
 - Coding
 - Utilization Review/Case Mgt
 - DNFB
- Back End
 - Charging
 - Coding
 - Billing
 - Denials
 - Rejections
 - Payment confirmation
 - Collections
 - Auditing
 - Legals
 - CCI/OCE edits
- Compliance
- Customer Service



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Let's Noodle

- What does it mean to be competent?

- ---

Competency Continuum*

- Upon hire
- Initial education and core competency
- Ongoing – continual

*Wright, Donna, *The Ultimate Guide to Competency Assessment in Health Care*, Creative Health Care Management, Inc, 2006



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Next Steps



Creating a Model for Competency

- What are the performance objectives and required skills?
- What are Assessment Methods and tools?
- Education Methods and Tools
 - Should be continual
- List some core competencies:

- _____
- _____
- _____

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Lifelong Learning

- Our future is in the educational process
- How do we ensure standard and complete revenue cycle information is presented to existing and new employees?
- Commonly heard:
 - *“Although I know we should have a more formal educational program, I don’t have time to meet, discuss, or create written material about the revenue cycle process.”*
- Errors do not enhance cash flow

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Core Competency & Performance Objectives

- Key revenue cycle concepts
 - Identify the steps in the revenue cycle process
 - Define reimbursement & identify payer reimbursement methods
 - Identify key stakeholders in the revenue cycle
 - Demonstrate an understanding of key revenue cycle terms
 - Identify key performance indicators & targets

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Core Competency & Performance Objectives

- Payer identification & benefit verification
 - Demonstrate patient interview techniques that support gathering & entering payer information onto the computer system
 - Demonstrate patient interview techniques that support gathering & entering accident information onto the computer system
 - Collect complete payer information & accurately categorize it in the computer system
 - Select the correct financial class & payer plans on the computer system

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Core Competency & Performance Objectives

- Coordination of benefits assigned
 - Demonstrate patient interview techniques that support gathering payer information
 - Identify the payer plans associated with the patient's visit
 - Demonstrate proficiency in verifying eligibility using web-based verification tools
 - Assess payer requirements to determine if an authorization is required for the visit
 - Determine if service meets payer medical necessity requirements

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Let's Noodle

- To avoid employee frustration and lack of self esteem, as well as positive morale building, what are some additional competencies and performance objectives? **Break into teams**



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Overview – Success Stories

Group discussion and sharing:



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Information is
worthless,
knowledge is
priceless.

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Current Environment:

- Reflection of fast pace changes occurring in industry
 - Regulatory requirements
 - Medicare's three day bundling issue
 - RAC – MIC -
 - Inpatient or Outpatient – when is it determined
 - Self pay dollars/uninsured/underinsured
 - Payer requirements
- Shrinking reimbursement
- Administrative burden of claim creation
- Technology and electronic transactions
- The cost of re-work and hand-offs
- Opportunity education offers

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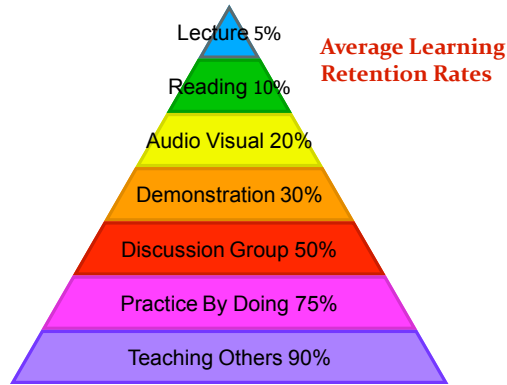
Learning Process

- Learning environment
- Adult learners – characteristics
- Learning styles
- Matching adult learners with learning styles



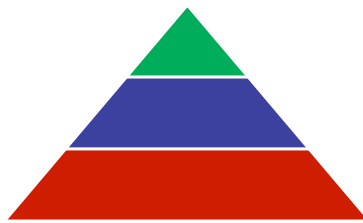
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Source: National Training Laboratories, Bethel, Maine

Building Competency



Computer Resources

- Legacy
- Third Party



Processes & Procedures

- Knowledge Base to Application
- Hands On



Knowledge Base

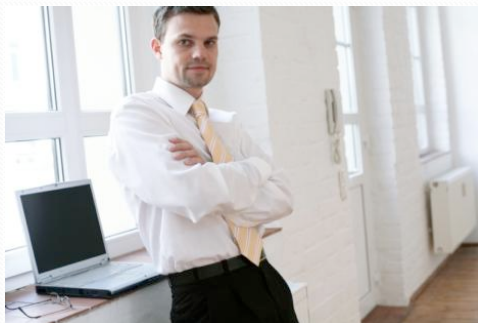
- Revenue cycle
- Regulatory issues
- Best practice

On Line Courses: Customization Tools

- ✓ Customization Center
 - ✓ Course Editor
 - ✓ Course Annotator
 - ✓ Test Editor
- ✓ Course Builder
- ✓ Competency Management



Key Components



- Layered learning
- Not computer based
- Analytical skill development
- Application of learning concept opportunity
- Reinforcement through deskwork
- Incremental productivity opportunity
- Other

Learning Philosophy

- Knowledge development
- Exposure
- Taking blinders off
- Tools and tips
- Other



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Job Aides and Techniques



- Layered learning example
- Pictures and flow charts
- Acronyms
- Educator aides – i.e. discussion points and application exercises
- Other

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Value Added Education

- Opportunities to organization
- New Employees
- Continuing Education
- Performance Improvement
- Career Ladder



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Some Examples

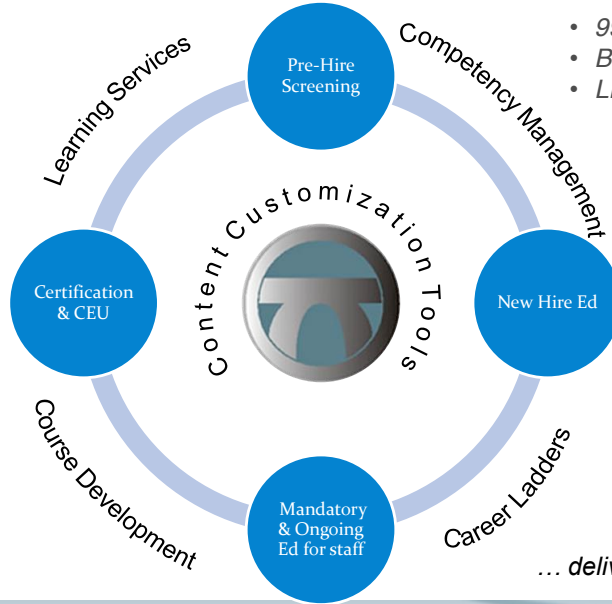
- HFMA's PFB@ research:
 - Top performers spend more time educating their staff
 - Examples of what has been utilized
- Opportunities to organization
- New Employees
- Continuing Education
- Performance Improvement
- Career Ladder

@PFB: HFMA's Patient Friendly Billing project

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BridgeFront Education Solutions



- 99.99% Up Time
- Branded Portal
- LMS Connectivity

... delivered your way

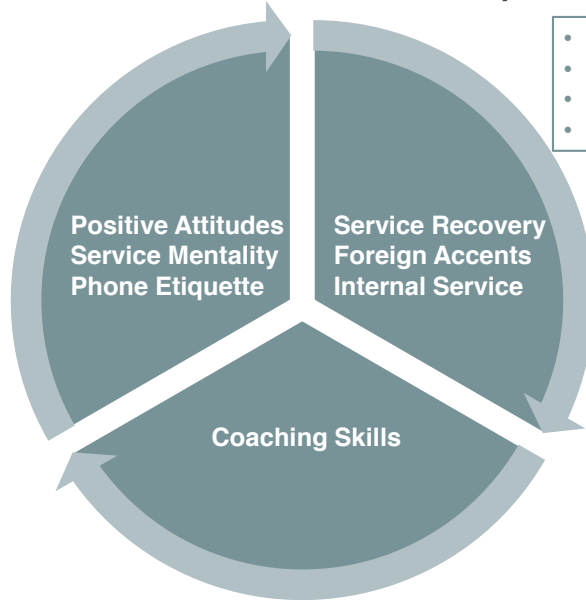
Revenue Cycle Library



- Robust Library
- Certificates & CEU
- Flexible Curriculums
- Engaging Course Content
- Customization
- Track Progress

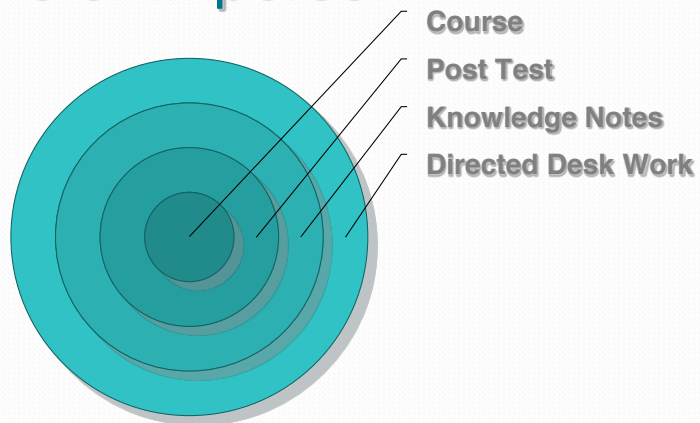
What are your challenges and issues? Quality, Compliance, Rework, Denials, Time...

Customer Service Library – 17 Courses



- Streaming Audio/Video
- Key Point Handout
- Self Checks
- Post Tests

Content Structure – On line or in person



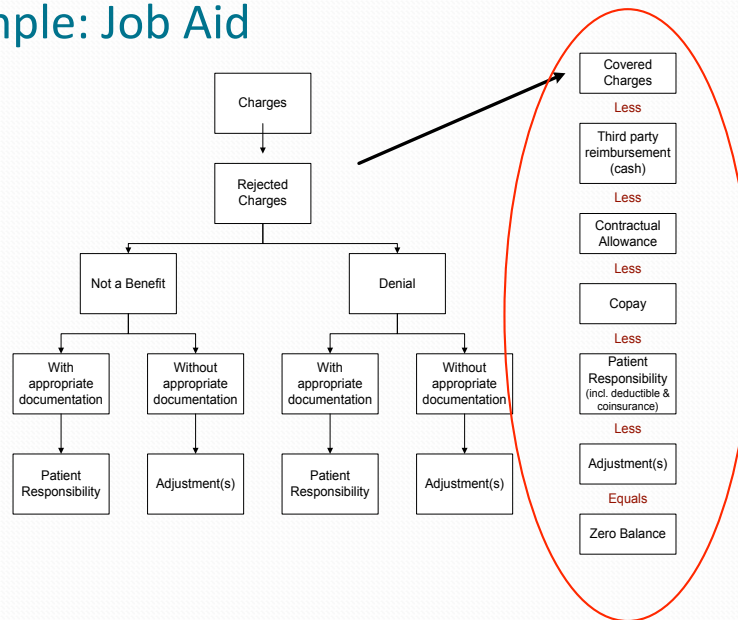
Course Structure

- Learning objectives
- Length
- Visually appealing
- Repetition - say it once, twice, three times....
- Review questions, scripting assistance, printable reference material, learning tips, and references

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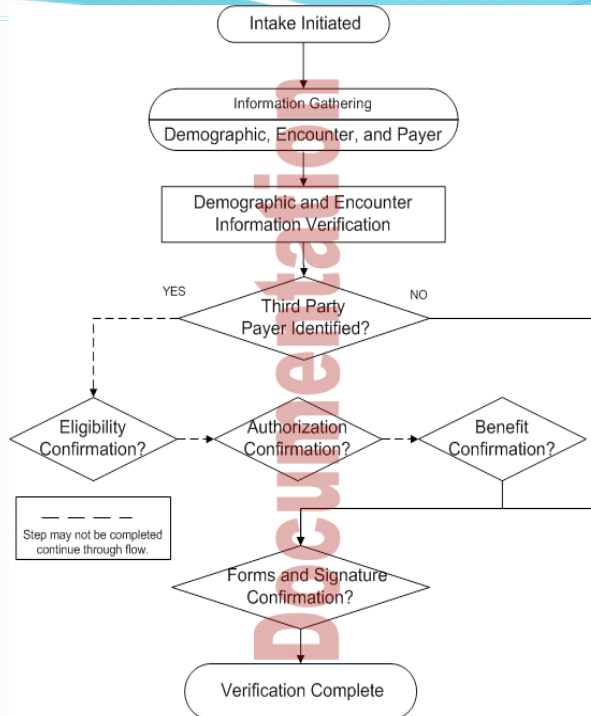
Example: Job Aid



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Example: Job Aid



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Comprehension

- Ensure understanding and comprehension of material
 - Job Aids
 - Printable information
- Throughout courses: review questions with immediate feedback
- Post tests
 - Immediate feedback to learner
 - Printable results
 - Reportable results
 - True/False, Multiple Choice

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Knowledge Notes

- Learning Partner Tool
- Discussion Points
- Application Exercises
- Other



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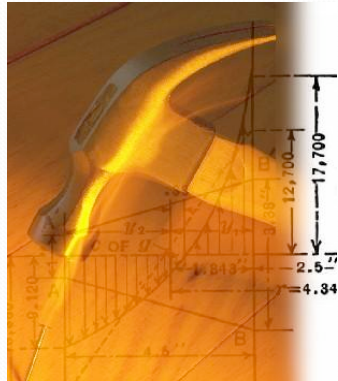
Desk Work

- New employee:
- Productive team member
- Layered learning through real-life application
- Supervisor/learning partner interaction
- Probationary period evaluation

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Building a Thinker



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Cultivate a Culture of Learning

- Develop an educational revenue cycle vision and goals
- Identify current educational tools and processes
- Identify learner groups
- Define learner groups curriculum objectives:
 - New
 - Existing

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Culture of Learning

- Create a budget
 - Challenging during these economic times
- Map tools and processes
- Identify desk work
- Identify monitoring, feedback, tracking, and documentation process
- Identify Educational Partners
 - Define role
- Create the educational course timelines

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Creating Educational Plan

- Team
 - Human relations
 - Top to bottom and bottom to top support
 - Union support, if applicable
- Meeting Time/place
- Brainstorming
- Flip Charts
- Consensus

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Long Term Solution

- Finalize the plan with timelines
 - Combination of various types of “blended learning”
- Assign the educational partner role and responsibilities
- Kick-off
- Monitor, feedback, and document

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Group Discussion

- What are you doing within your organization?
- What challenges are you currently facing?
- HOMEWORK: When you return to your facility, how will you make a positive change regarding education?

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Other Resources:

1. Learner Characteristics, Online Learning, Rochester Institute of Technology
2. Meeting the Needs of the Adult Learner in Developing Courses Through the Internet, Linda Stilborne and Ingenia Communications, Lindy Williams, Williams/Donaldson/& Associates
3. Bersin & Associates: What Works in Elearning Newsletter

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I love to help...

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Thank You!

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