

Partnering to Improve Revenue Cycle Workflow

Optimizing and improving efficiencies

CLIENT NEED

A multi-facility organization set out to review, optimize and improve efficiencies of their revenue cycle workflow. Revenue cycle workflow needed to be documented, verified and compared to best practice for patient access services, health information management and the business office.

SOLUTION

Our client partnered with MedMatica Consulting Associates to lead an effort to review and identify ways to optimize their revenue cycle business processes. The MedMatica team was responsible for planning, execution and delivery of a revenue cycle optimization analysis that covered Patient Access Services, HIM, and the Business Office. The project included a coordinated effort with the operations team and the information services analysts to observe and document current operations processes and the use of technology enablers, determine best practice goals for the environment, document the gaps and prioritize the solutions.

ACTION

MedMatica Consulting Associates collaborated with over 100 client employees across three revenue cycle business areas. A prioritized listing of >300 improvements were documented that included the designation of each item as process, people or technology based solution. The reporting deliverable was presented to a management governance team. Improvements were made in processes and technology based on priority rating, including reporting modifications, retraining of employees and deployment of upgraded equipment. In addition, identified technology enhancements related to billing were utilized in the negotiation of the new Patent Accounting solution.

CHALLENGES

Reviewing detail processes is always a challenge. Different staff members may perform duties slightly different than others, and staff members who are being observed tend to attempt to follow written procedures even when that is not their normal way of working. Informing the staff that there is not a right or wrong way to perform duties when being observed is the first step to identifying the true processes being followed. Operations managers tend to believe they know how processes are being performed, and can be surprised, even defensive of findings. Getting everyone from management, staff, operations, IT etc. on the same page that this process is about assisting staff and the organization to obtaining accurate data with efficient processes, while giving excellent customer service is always a challenge that needs to be addressed and solved for successful results.

OUTCOMES

Through MedMatica consulting management, over 300 items were found that needed review, modification, process improvement or system changes. Over 30 of these findings were resolved through general system maintenance to improve the flow and handling of data from report updates, to screen flow to deploying updated PC's. Another 20 items required retraining of staff and inclusion in ongoing training material.

In total, over 200 items were addressed through minor acts of system maintenance, team discussion and retraining and enhanced knowledge of the use of data in the system. Some of the priority larger effort enhancement projects are in process, including the creation of Central Scheduling Department, deployment of bolt-on software to assist with pre-service collections and system functionality that will be available with the implementation of a previously planned new Patient Accounting Solution.

Contact Information

MedMatica Consulting
18 Barrington Lane
Chester Springs, PA 19425
610-827-1356
contact@medmatica.com
www.medmatica.com

