

The Best RCM Tool: A Well-trained Staff

Live Polling

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The Best RCM Tool: A Well-trained Staff

Session Presenters:

- Rhonda Stringfellow
Senior Manager, TruBridge

- With CPSI / TruBridge since 2000
- Responsibilities include:
 - Training of new employees for all divisions
 - Continuing education for customer base on all offerings
 - Client conferences
 - All documentation for service lines / software
- Training staff of 8
- Documentation staff of 2
- 385 new employees trained in 2018

Target audience:

CFO
Revenue Cycle Director
Business Office Manager
Patient Access Manager

Learning Objectives

Objective 1

- Discuss opportunities in your organization

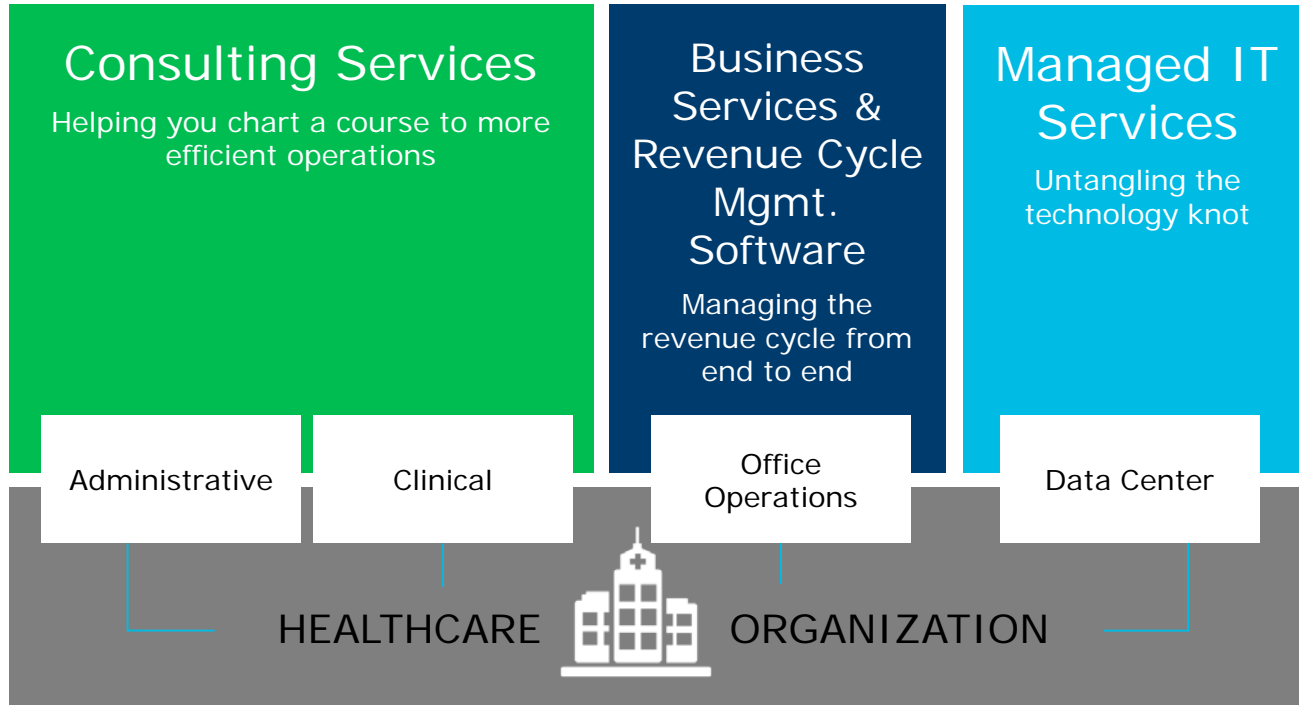
Objective 2

- What type of ROI to measure

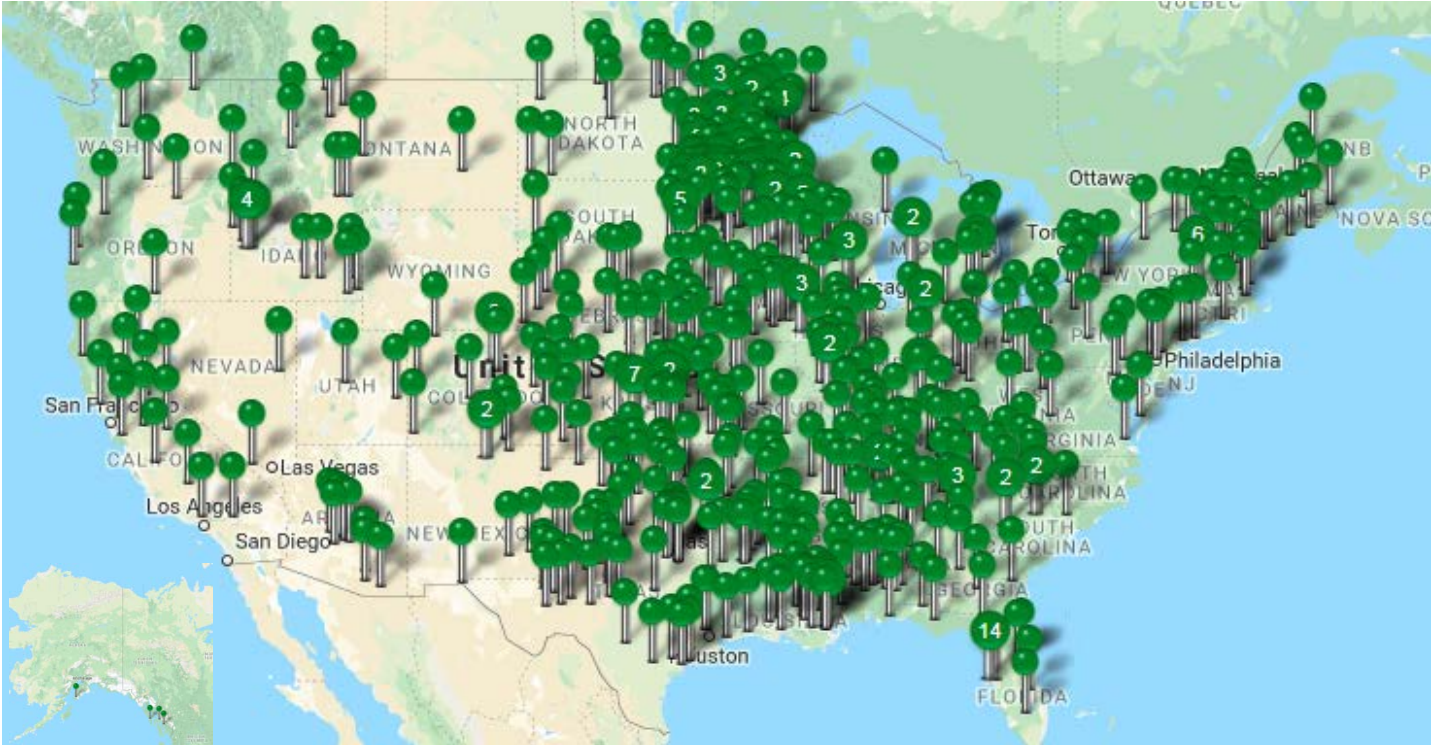
Objective 3

- Residual effects of training

Addressing challenges throughout an organization



TruBridge



Key Statistics



900+ employees located across the county



Averaging 50,000 incoming calls / 120,000 outgoing calls per month in the Private Pay Collection call centers.

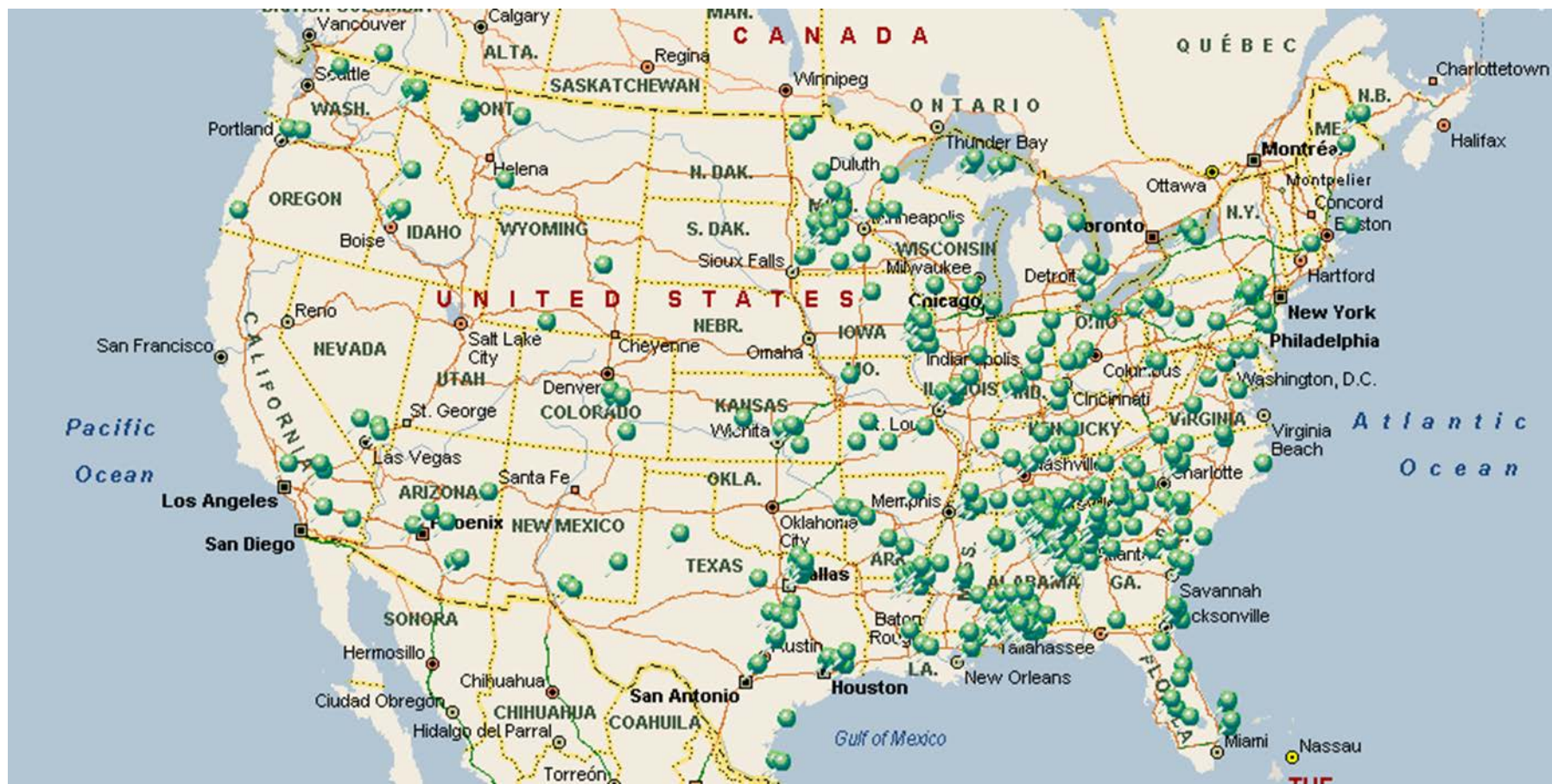


Managing \$1 billion in client AR thru Revenue Cycle Management Services.



Coding more than 90,000 charts per month in 10 different EHR platforms

Challenges or Opportunities



Opportunities & Challenges

Potential Opportunities

Bring the level of knowledge of all employees for specific jobs to the same level.

Certification opportunities through various bodies

Creating a pipeline of less knowledgeable employees to move into more complex revenue cycle positions

All customers to have access to the same material for their staff

Primary Challenges

Employee engagement

Delivery of training for both industry and company knowledge

Significant costs incurred during ramp-up time

Poll Question 1

Patient Access / Registers / Cashiers

000202

Medical Clinics

000203

Patient Collections


000204

Poll Question 2


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Visual settings 

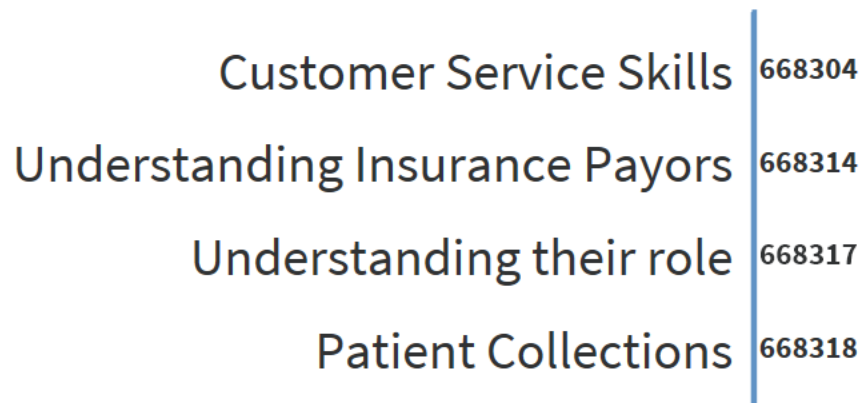
Activate 

Show results 

Lock 

Clear results 

What training do you feel is MOST important for your Patient Access / Registrars / Cashiers?



What training do you feel is MOST important for your Patient Access / Registrars / Cashiers?

- Customer Service Skills
- Understanding Insurance Payors
- Understanding their role
- Patient Collections


Poll Question 3


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Visual settings 

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Clear results 

The majority of my billers have...

1-3 years of experience **668319**

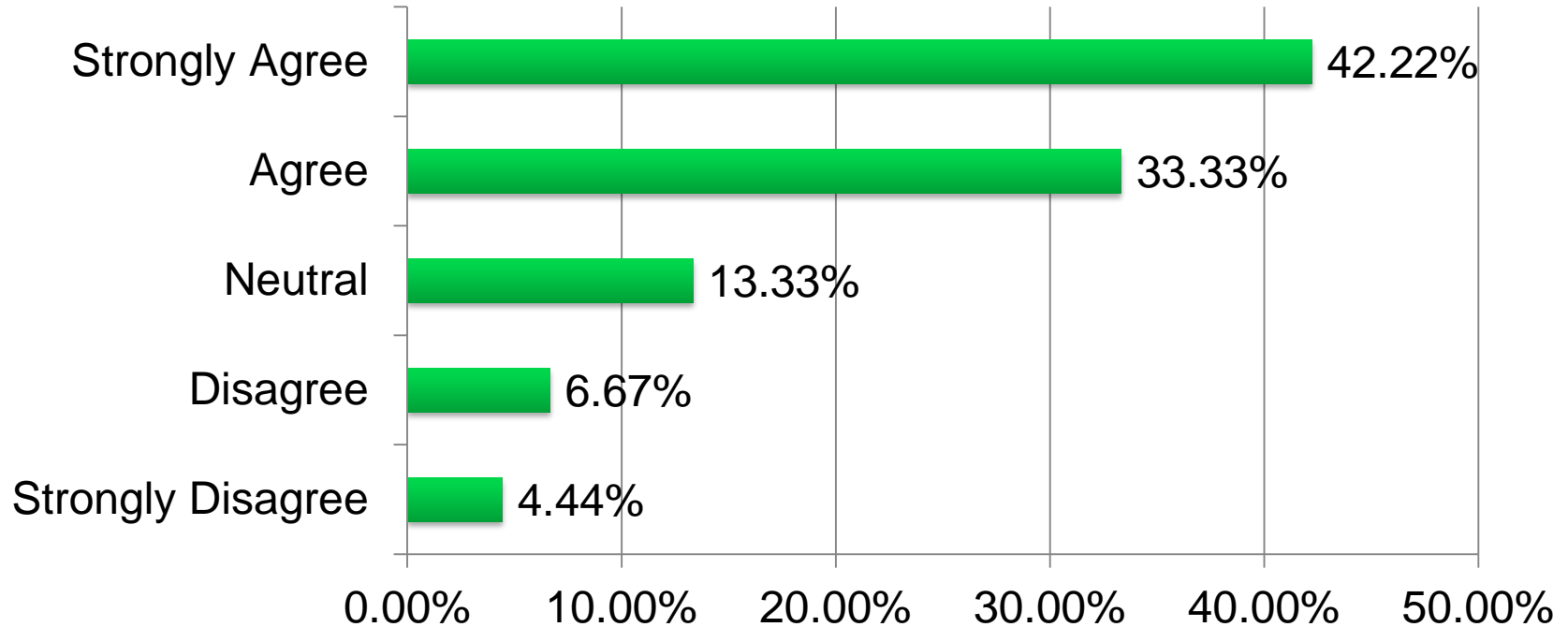
3-10 years of experience **668320**

They've been here longer
than I've been alive... **668321**

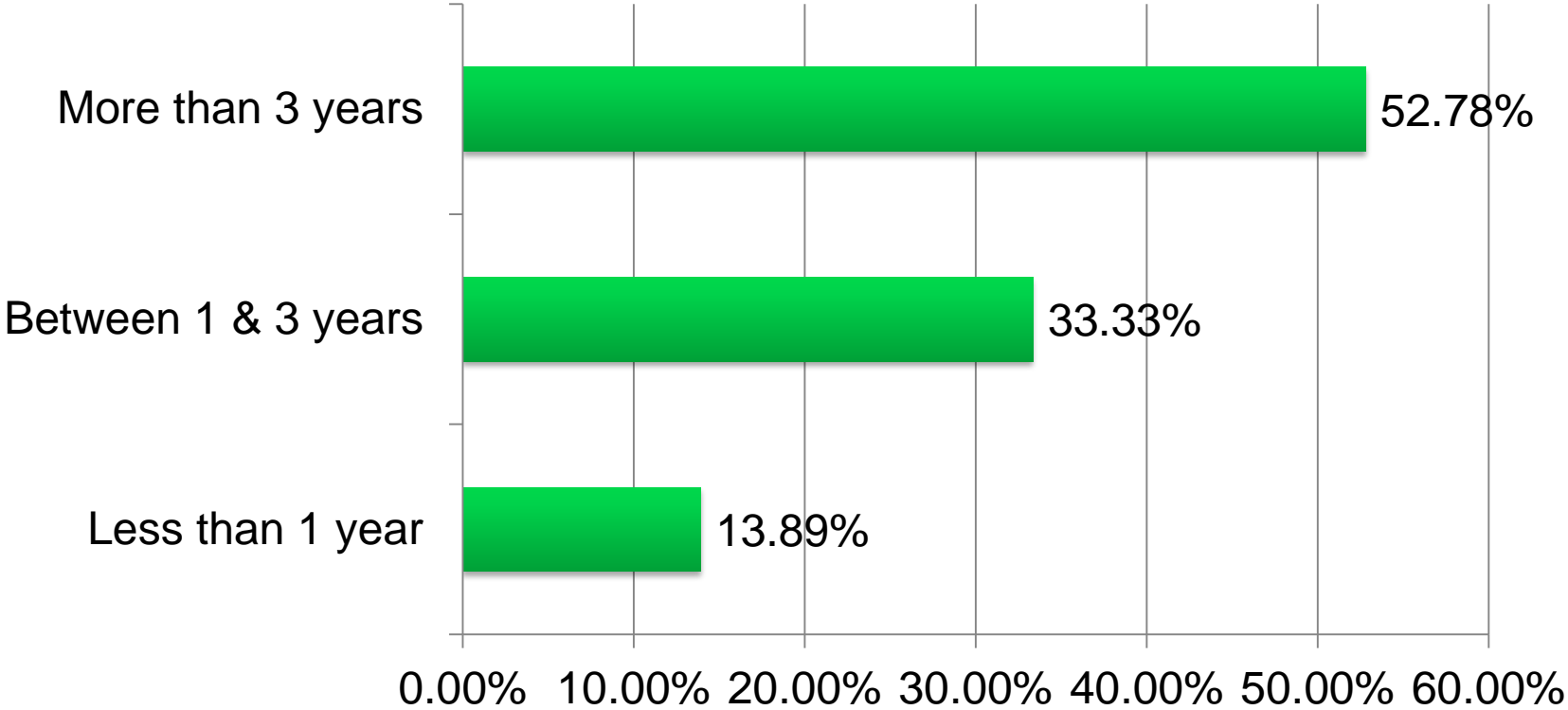
Opportunities for continuing education:

- MLN Matters – Free
- Payor webinars – Free
- Association Webinars (AHIMA, HFMA, etc.)
- EHR & Software Webinars - Free

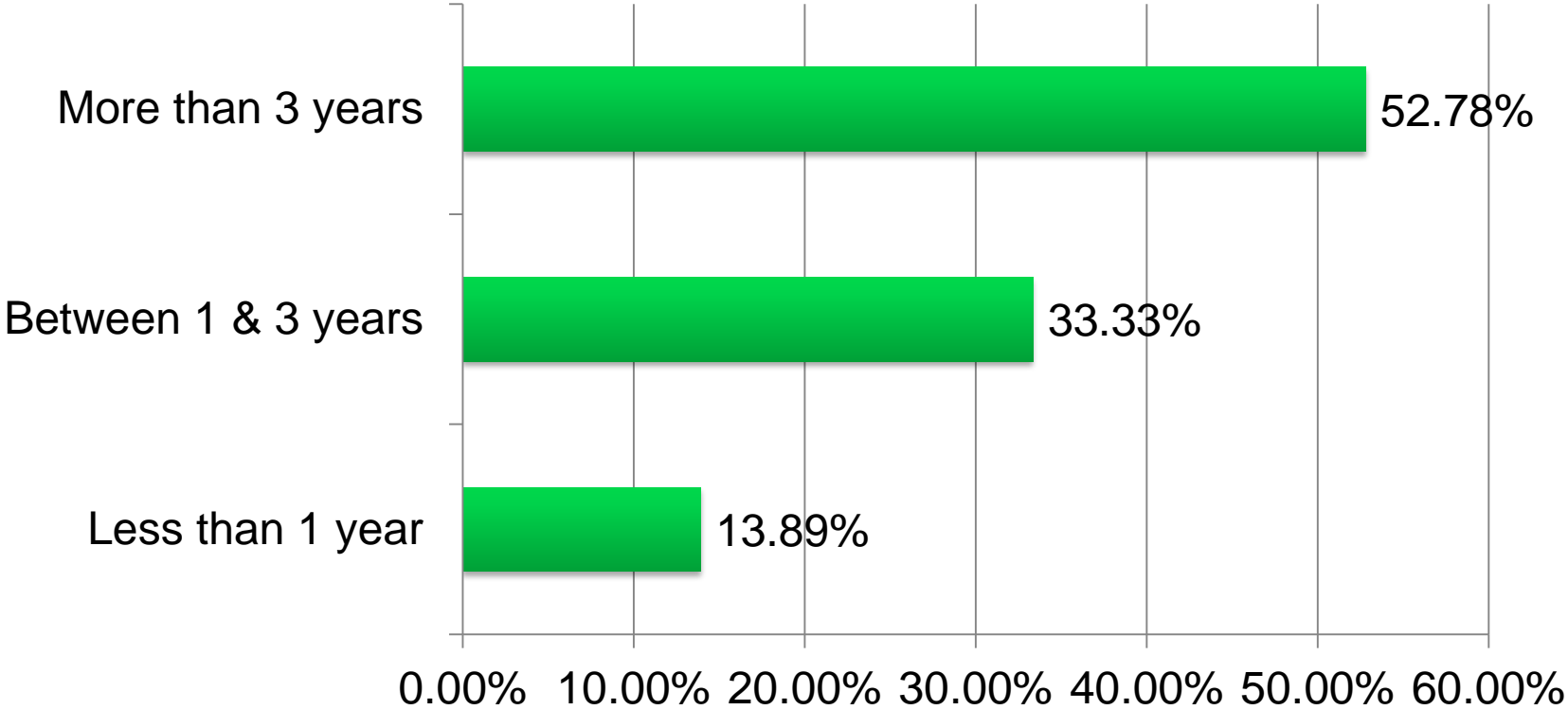
The knowledge/skills and information gathered during this training will help me play a bigger role than my current job.



Length of time with the company



Length of time with the company



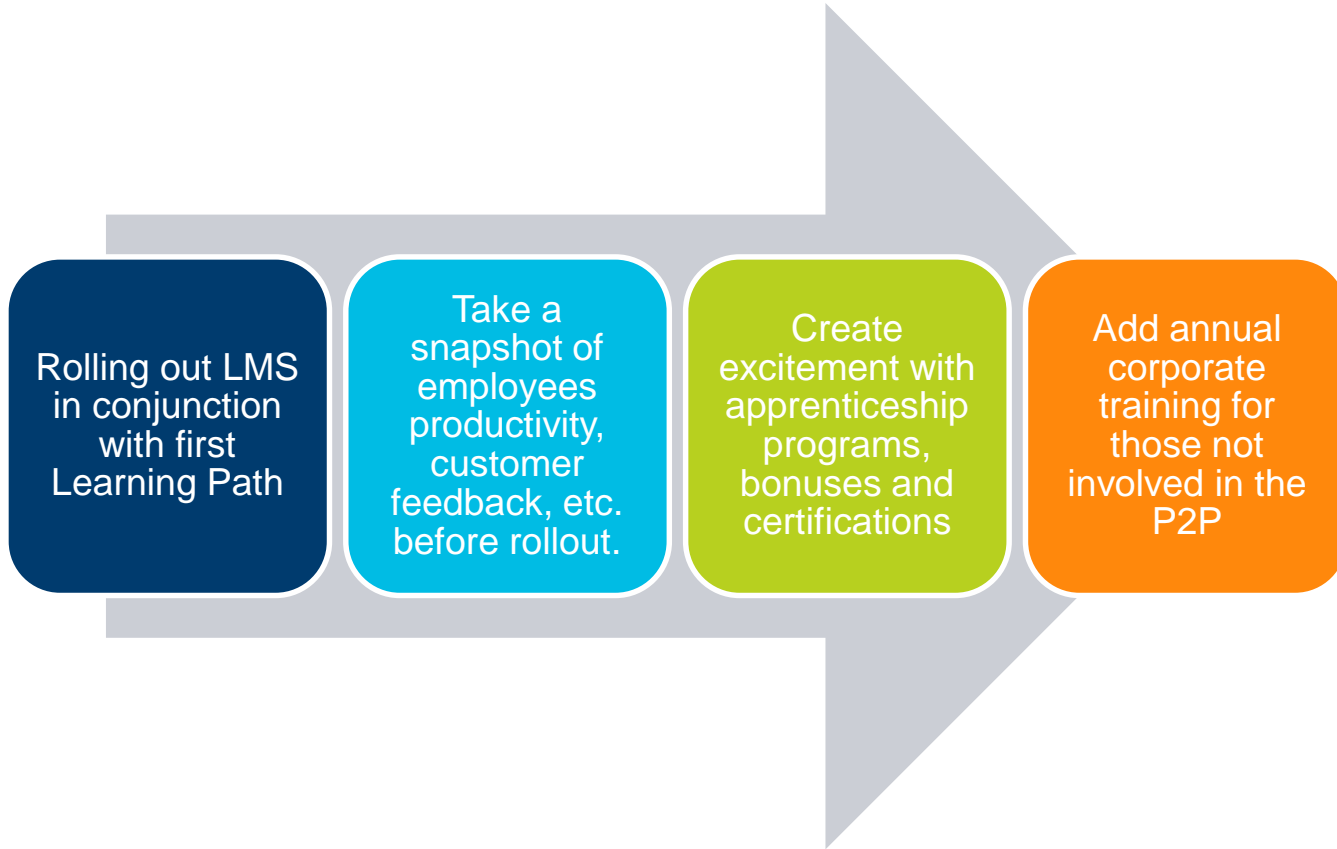
Determining ROI

Return on Investment

- Cleaner claims without scrubbing
- Fewer denials
- Quicker turnaround on rejected/paid claims
- Higher patient satisfaction – Less “stressful” calls from patients

Roll out plan

Roll out plan



Results after 6 months

Private Pay Services

- Quality of patient interactions up 28%
- 3 Employees had completed a total of 160 hours of training and moved to the apprenticeship program
- Turnover was down by 34% from the same time last year

Revenue Cycle Services

- Reduction in denials
- Claims worked per hour up 42%
- Quality of appealed / follow-up claims increased
- Customers with trained employees had an average reduction in AR days of 6.

Implementation Services

- Customer Net Promoter Score up by 26%
- Quality of customer interactions up 36%
- Number of duplicate help tickets down by 22%

Residual Effects

Residual Effects of Training

- Cleaner claims without scrubbing
- Fewer denials
- Quicker turnaround on rejected/paid claims
- Higher patient satisfaction – Less “stressful” calls from patients

In conclusion

- Look for opportunities to add continuing education for all your staff
- Mark some ROI's before you begin and compare after 60, 90 and 120 days
- Get leadership involved
- Don't start then stop – make a plan and keep going!

Thank You!