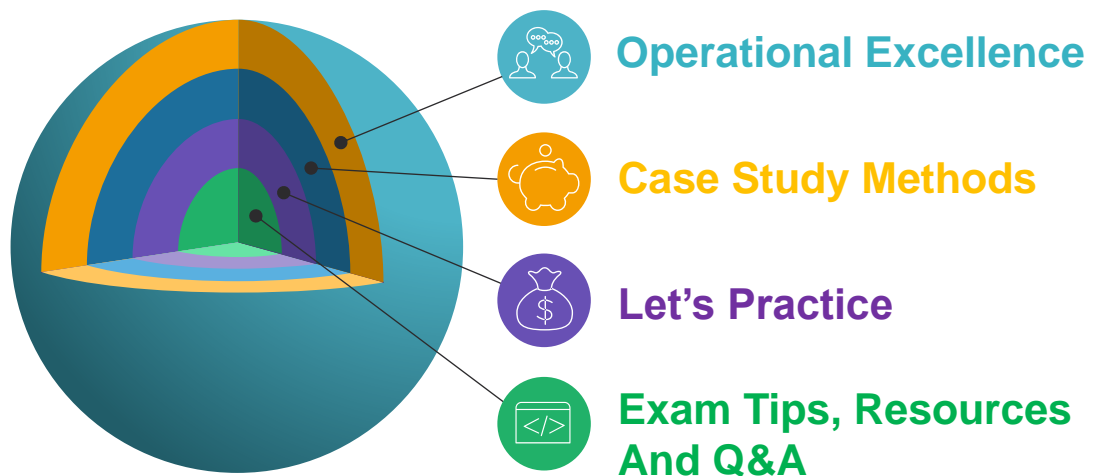


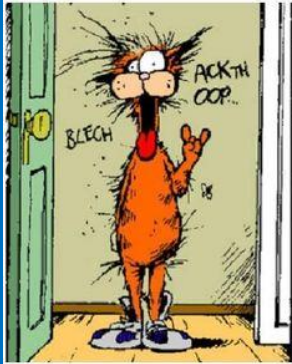


Today's Agenda



Motivation for our CXOs

CEO without CHFP



CEO with CHFP



Operational Excellence (Module II)



Case-based exam
assessing
a candidate's
practical applications of
the concepts
presented in Module I.

Operational Excellence (Module II)

Each case study within the Operational Excellence assessment presents a complex challenge, and questions, on how you would address those challenges.

The challenges address issues related to the three stakeholder groups: **payers**, **providers** and **physicians**.

Operational Excellence (Module II)

8

random business case studies

56

total questions

7

multiple choice test-items for each cases study

3

3-hour timed exam

Operational Excellence (Module II)

Responses to the case studies test-items are aggregated and the scores are calculated



Case Study Index

(Physician)

Case Study Index

Payer Business Environment

Accountable Care Organizations – Pay Cancers
Premium Growth in a Shifting Environment
Denials of coverage
Limitations on profits
Health Insurance Exchanges
Payer consolidations
Unsustainable rates
Payer Differentiation
Rise of Business Process Outsourcing

Case Study Index

Physician Business Environment

| |
|--|
| Consumerism and physicians |
| Physician –Hospital alignment |
| Demand for Physician Collegiality |
| Emerging Ancillary Positions |
| Physician Burnout |
| Physician Independence |
| Physician Shortages (Leakage) |
| Physicians as Entrepreneurs |
| Reform and Physician Liability |
| Physician – Hospital Financial Relationships |

Case Study Index

Provider Business Environment

| |
|--|
| Hospital Consolidations |
| Hospital – Physician Alignment |
| Hospital Facing Bankruptcy |
| Provider- Payer Consolidations |
| Physician Engagement and Leadership |
| Integrated Care Delivery |
| Physicians Remaining Independent |
| Accountable Care Organizations |
| Sustainability of Physician Employment |



Skills for Module II

- 1 Big-Picture
- 2 Multi-disciplinary perspective
- 3 Business savvy

Job skills: Problem Solving

- ✓ Get the details and the business context
- ✓ Identify the stakeholders - what do they want?
- ✓ Outline business goals – what are the challenges?
- ✓ Seek out data, evidence, dynamics to understand what is happening
- ✓ Make a recommendation on a solution

How Do I Pass Operational Excellence?

At the starting line:

- ✓ Concentrate on being calm and mentally accessing the information you have already studied. Odds are you are not going to remember what you crammed last minute
- ✓ Focus on confidence - you have studied this. You DO this! Now just do it!
- ✓ More confidence - the examiners WANT you to pass. Check your paranoia at the door!
- ✓ Oh, and do not read into the question



Improve Your Odds

First of all, RELAX! You have got this. Then,

- ✓ One question at a time!
- ✓ Pay attention to keywords like always, none and except - red flags
- ✓ Do not change the answer, unless you are sure that it is wrong
- ✓ Answer the simple questions first
- ✓ The “snowball” effect - build confidence as you know answers
- ✓ Do not let a question “freak you out”

Improve Your Odds

- ✓ Read the sentence stem, think of the answer, and then find it in the choices.
- ✓ Read all the options, before choosing.
- ✓ Don't dwell on the ones you don't know. Close your eyes and tell yourself, “the answer will come,”

Improve Your Odds

- ✓ Look for similar words in the question and answer.
- ✓ Look for the longest and most specific answer - these are usually correct.
- ✓ Watch out for negatives and extreme wording - “always,” “never,” or “all” and “none.” - these are usually incorrect.
- ✓ Numbers in the middle range are usually correct.
- ✓ If two options are opposite, the answer is probably one of them.

$$\frac{180}{7} \approx 25$$

$$\frac{180}{56} \approx 3$$

65%

YOU ARE SO CLOSE TO BECOMING A Certified Healthcare Financial Professional (CHFP)

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Operational Excellence Exam - Module II of CHFP

× Hide

LESSONS

01. OPERATIONAL EXCELLENCE ASSESSMENT - MODULE 2 OF CHFP

▼ Assessment

- Introduction
- Copyright and Disclaimer
- **HFMA Operational Excellence Concepts Guide**
- Operational Excellence Exam - Module II of CHFP Final Assessment



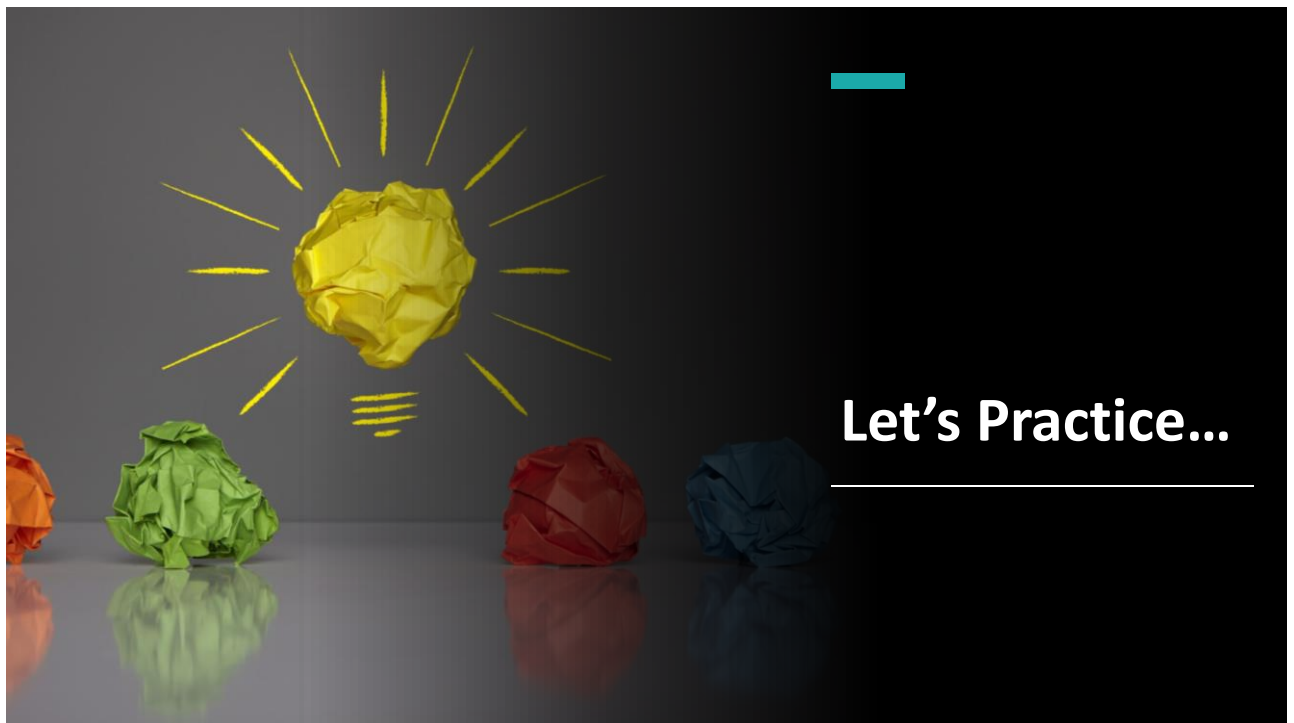
RESOURCES



NOTES

- Module I Learner's Guide
- Module II Key Concepts Guide
- Module II Sample Cases & Questions
- CHFP Program FAQs

25



⚠ When survey is active, respond at pollev.com/arkansas

Are you ready?

0 done

🔄 **0 underway**

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Text:

ARKANSAS to 22333 once to join, then A, B, C, or D

***KEEP
CALM
AND
LET'S
RECAP***



Mahalo!

A Hui Hou...



Regional Executive, Region 11 (2020 – 2024)

Past President, HFMA SoCal

Former Executive Member, HFMA Board of Examiners (BOE)

Former Member, HFMA National Advisory Council (NAC)



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