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Agenda

Time for What Matters:
Examining Your A/R Systems, Processes and Personnel

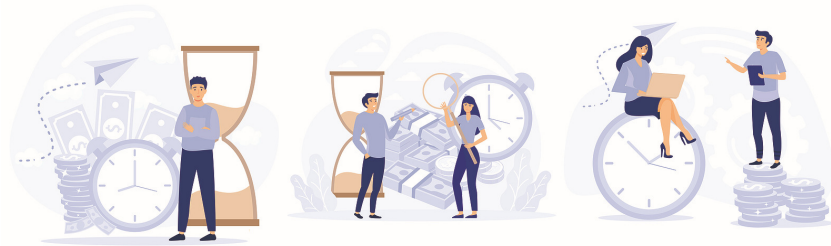
- 1 Discussion – Where do we spend our time?
- 2 What's important? Where should we spend our time?
- 3 Taking control of our time to do what matters most
- 4 Get your team excited about RCM again!

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Discussion

Where do we spend our time?



Time Study – Major Tasks

Emails	65%
Meetings	25%
1:1's/Employee	4%
Reporting/Analysis	2%
Other	4%



Work Retire Die
@WorkRetireDie

Can't believe I went to college for 4 years to basically just become a professional emailer

Discussion

Where **SHOULD** we spend our time?

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RCM Goals

- Maintain GDRO in 30-40's
- Cash flow optimized
- Reduce number of accounts requiring intervention
- Reduce cost to collect
- Denial management solution to reduce denials to under 5%
- High productivity and performance standards
- Reduce unbilled to under 4 days revenue holding

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Where should we spend our time?



Problem Solving

- Improve efficiency
- Remove bottlenecks
- Inter-department communication
- Backlog management
- Denial issue resolution



Staff Development

- 1:1's
- Stand-ups
- Team building
- Training and education
- Audit feedback
- Goal setting



Process Improvement

- Effective workflow to eliminate touches
- Systems review
- Departmental collaboration
- Automation



Reports and Analysis

- A/R KPI Scorecard
- Denials Management
- Payer Scorecards
- Resolution rates
- Auditing
- High dollar review

Discussion

What do we LOVE to spend our time on?



Where to start?



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Control Email



- Schedule specific times to do emails
- Turn off all notifications
- Keep inbox clean – one and done
- Use tasks or calendar to block time if email requires time
- Delete, delete, delete
- Create rules to reduce emails to inbox (Email Review)
- Reduce CC'ing and reply to all – Use BCC
- Keep them short – 5 sentence rule
- Use teams to stop the back and forth
- **Email Free Fridays!!!!**

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Meeting Management

- Normalize 20-minute meetings
- Define objectives and outcomes
- Agenda and discussion points
- Research assignments and tasks sent ahead of time
- Minimum necessary participants
- Action items and follow up
- **No meeting Mondays!!!!**



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Meeting Rankings

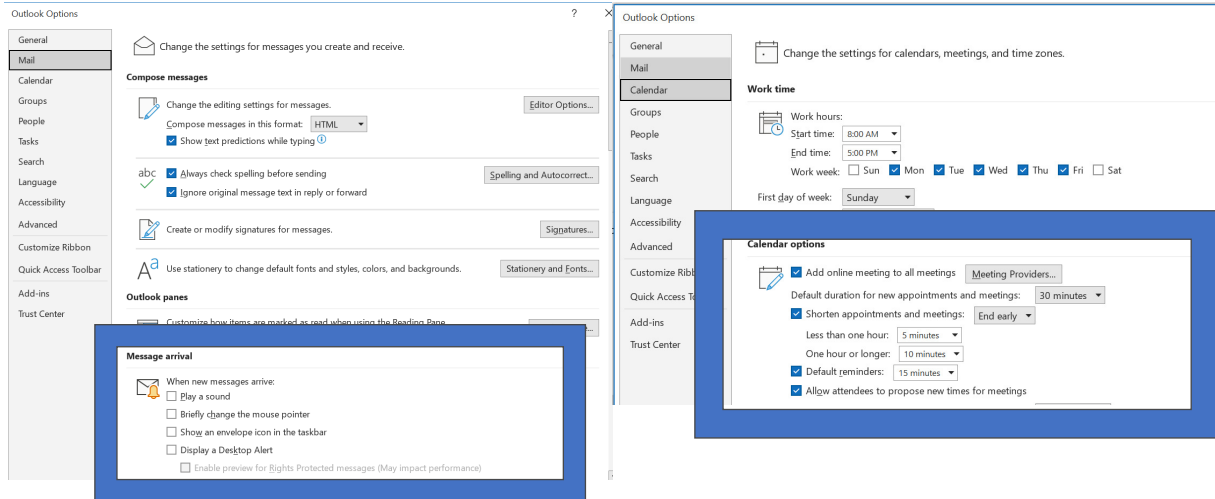
#	Criteria	Value
1	Did everyone come to the meeting prepared, and did we follow the agenda?	0 - 1 - 2
2	Was the team engaged and actively participating?	0 - 1 - 2
3	Were we open and honest?	0 - 1 - 2
4	Do we have a plan that keeps our rocks moving forward?	0 - 1 - 2
5	Do we have clarity on next steps?	0 - 1 - 2



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Outlook settings



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You put your time where your
priority is.

— Sebastian Faulks —

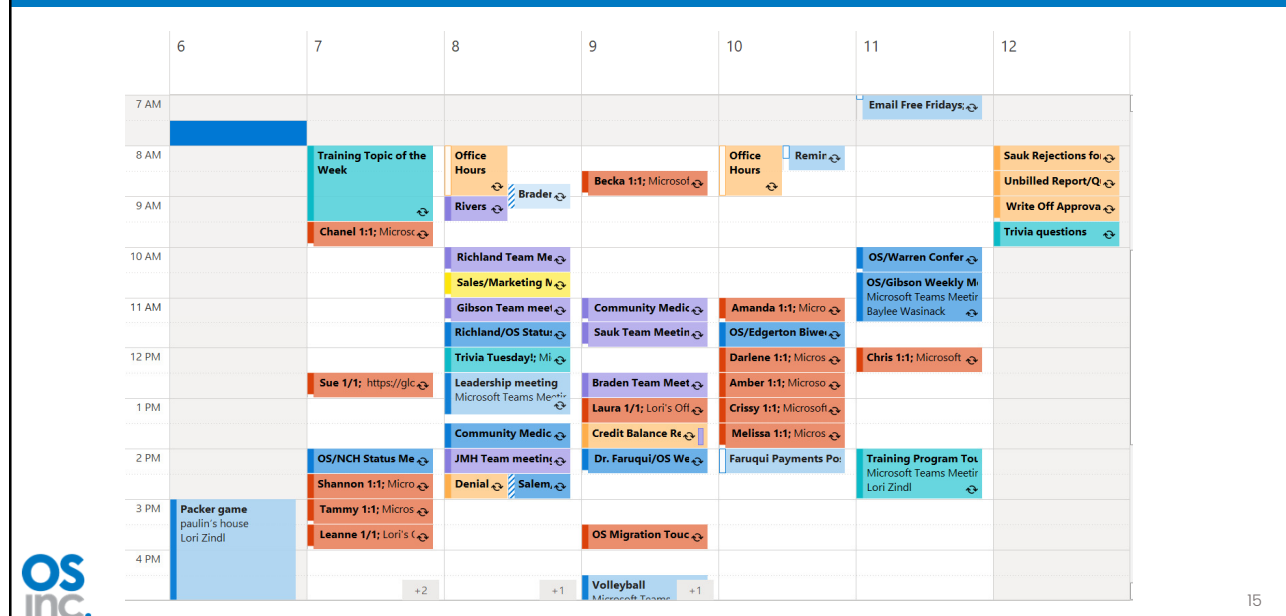
Manage Your Calendar

- Block off first 30 minutes of day and lunch time
- Schedule email review times
- Avoid back-to-backs, or leave meetings early
- Decline meetings or accept tentatively
- Set up focused work time
- Schedule office hours for your team
- Use color coding to balance priorities
- **Time for what you love!!!!**

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Balance your activities



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Conclusion

Time for What Matters:
Optimizing Resources and Time in Your
Revenue Cycle Management

- 1 Re-focus your energy on things that make a difference to your organization
- 2 Spend time with people – not on emails
- 3 Take control of your day and work on what is MOST important
- 4 Do more of what you love!

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Thank you!

Don't hesitate to reach out to our presenter with follow up questions or if you'd like to learn more about OS inc.'s services.

Lori Zindl
President

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Questions



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