



Closing Keynote: The Power of Community

Sept. 23, 2020

Presented by:

Derek Bang
John O'Leary
Eric Boggs
Brad Tinnermon

Nola Wyatt
Matt Szaflarski
Dan Gautschi



Housekeeping

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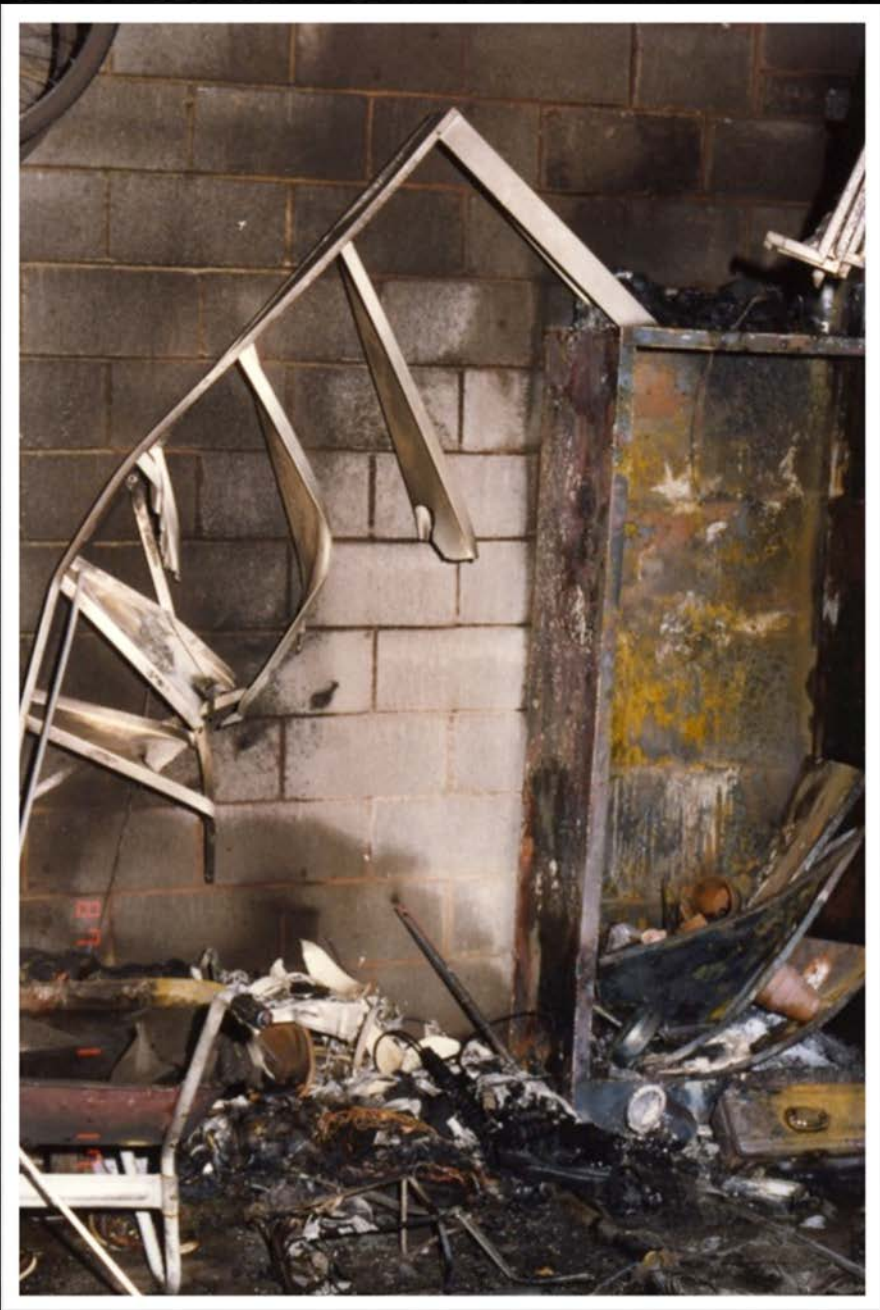
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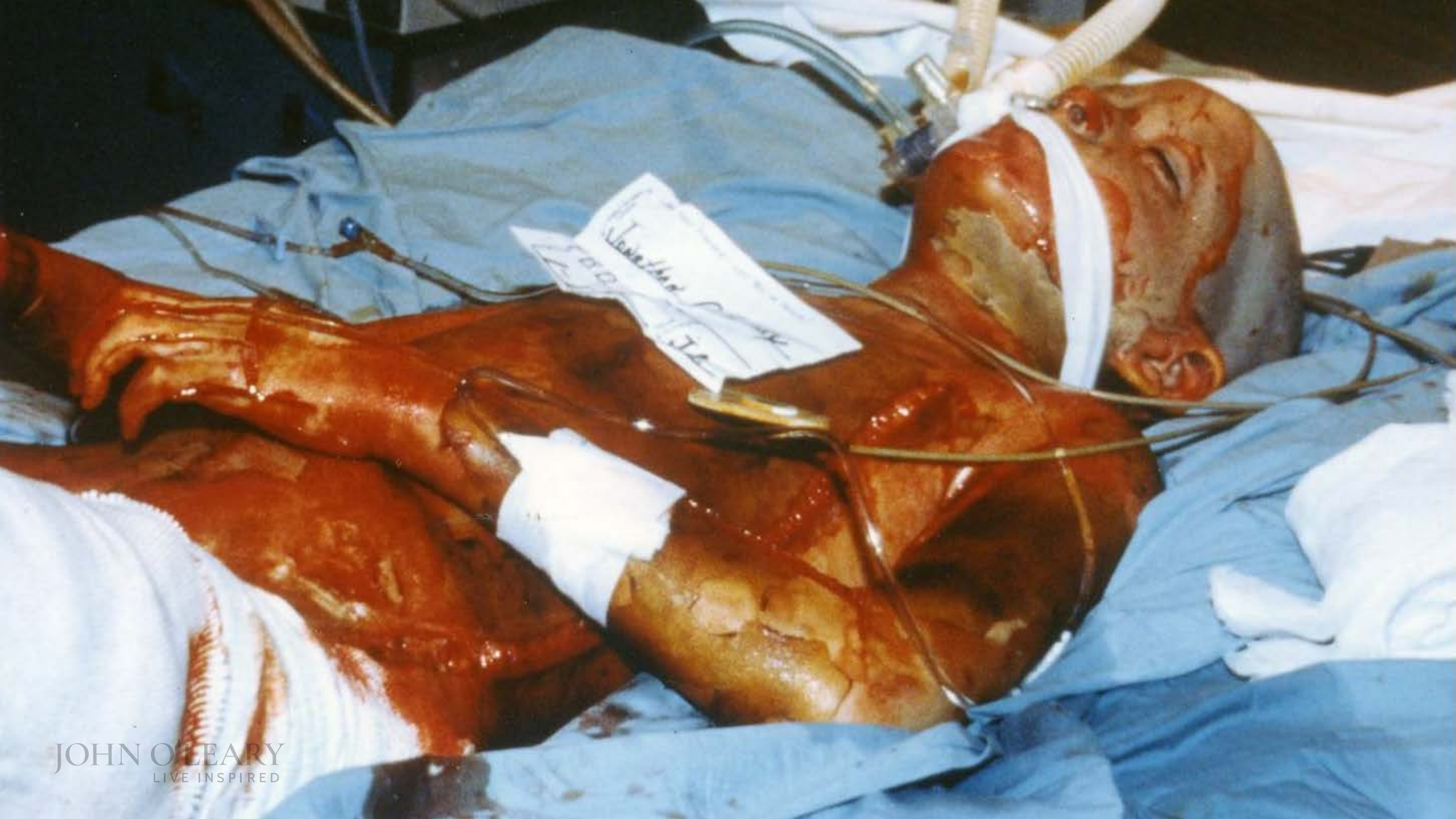
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Handwritten tag with text including "John O'Leary" and "10/10/12".





JOHN O'LEARY
LIVE INSPIRED

Polling Question

Attendance Check

A

Yes

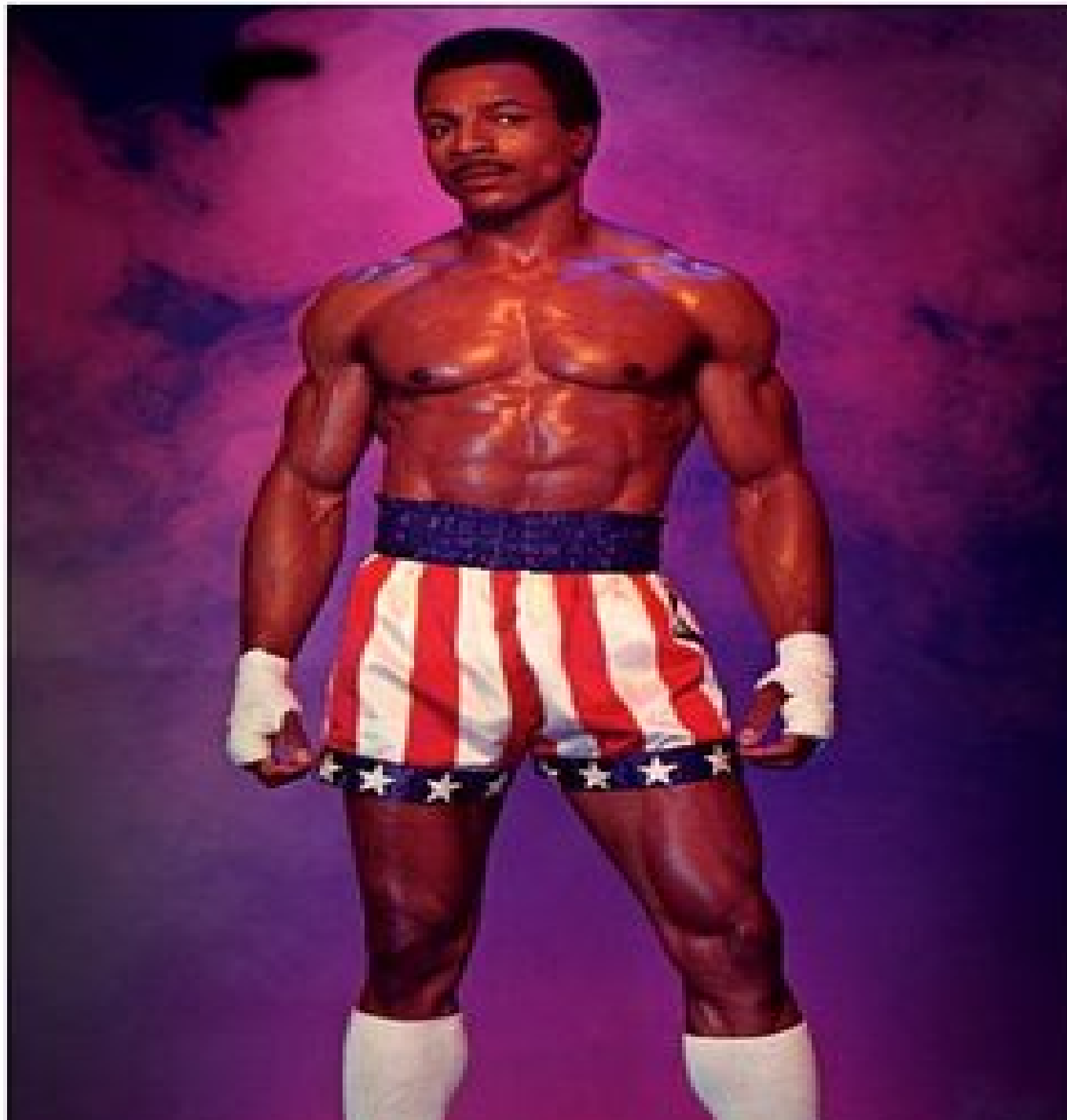
B

No

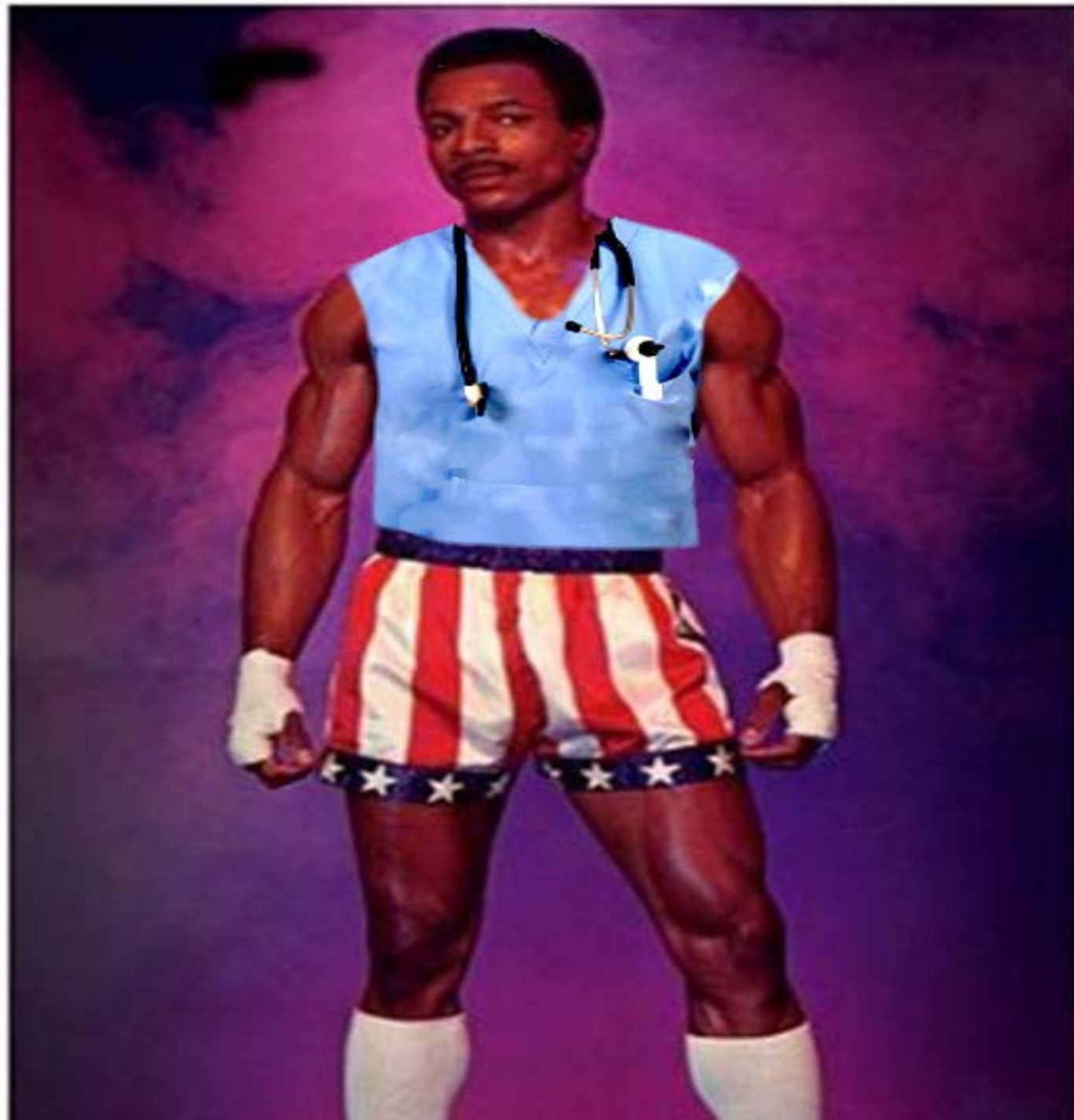




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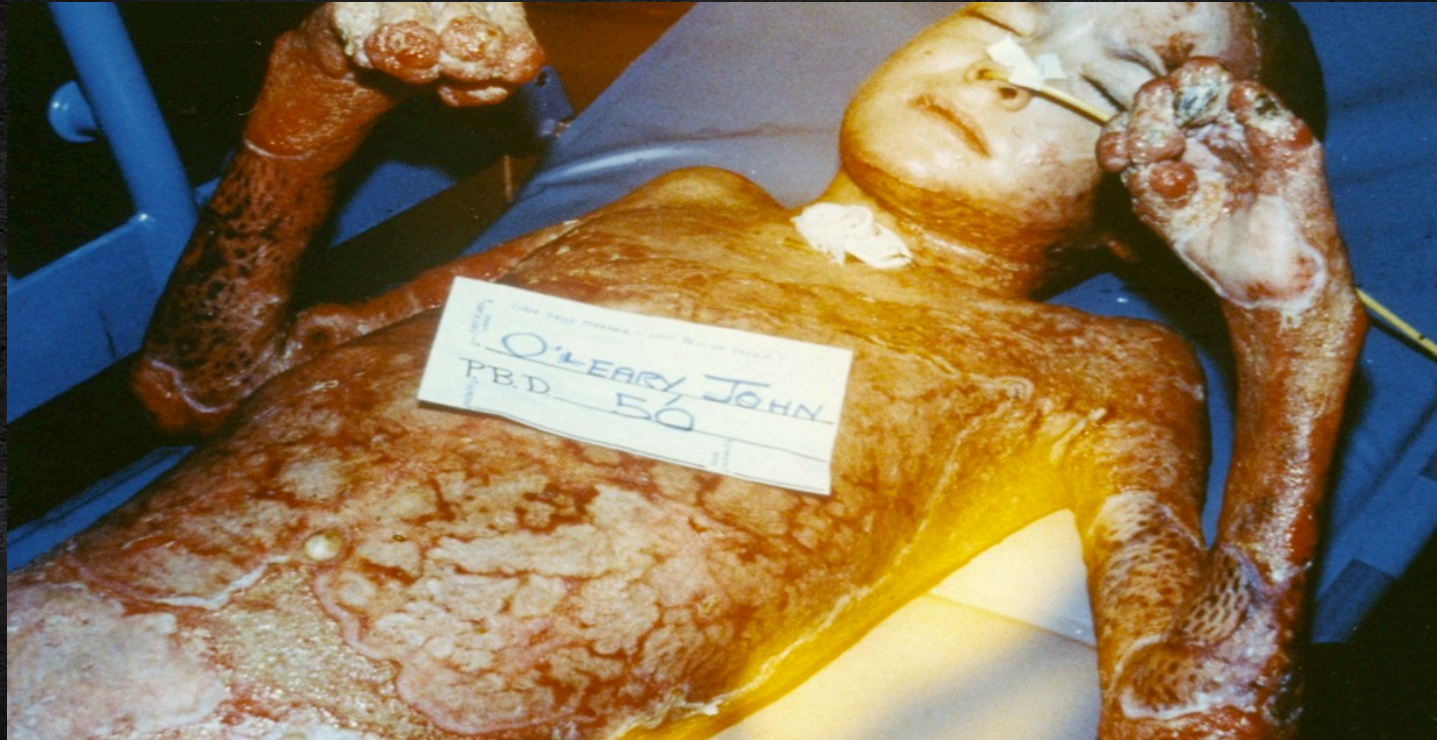


JOHN O'LEARY
LIVE INSPIRED



JOHN O'LEARY
LIVE INSPIRED















1. During this season of profound change, what vision are you casting for your team, your family, and yourself?

2.

3.

- 1. During this season of profound change, what vision are you casting for your team, your family, and yourself?**
- 2. What do you need to stop doing so that you can actually live into that vision?**
- 3.**

- 1. During this season of profound change, what vision are you casting for your team, your family, and yourself?**
- 2. What do you need to stop doing, so that you can actually live into that vision?**
- 3. And what do you need to begin doing to ensure the best days remain ahead?**

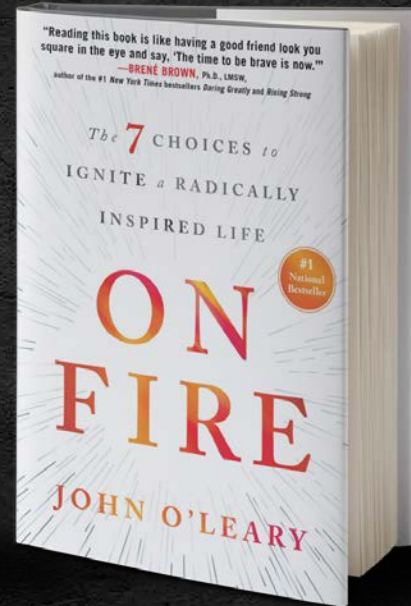
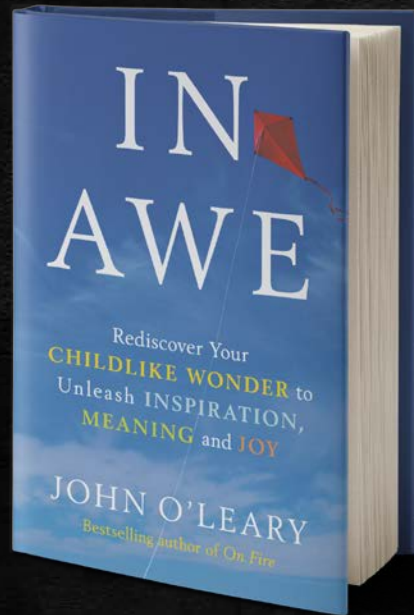


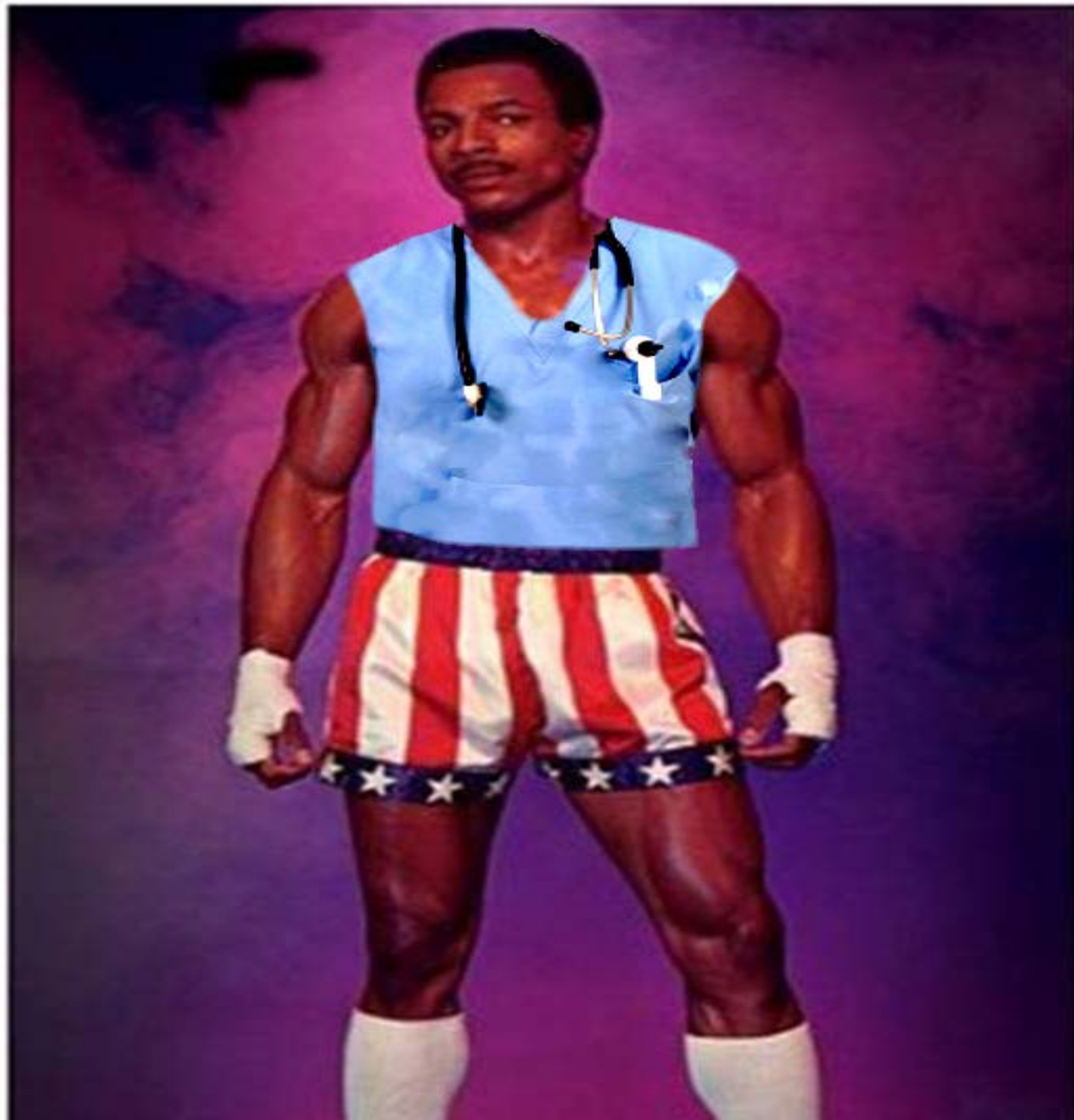
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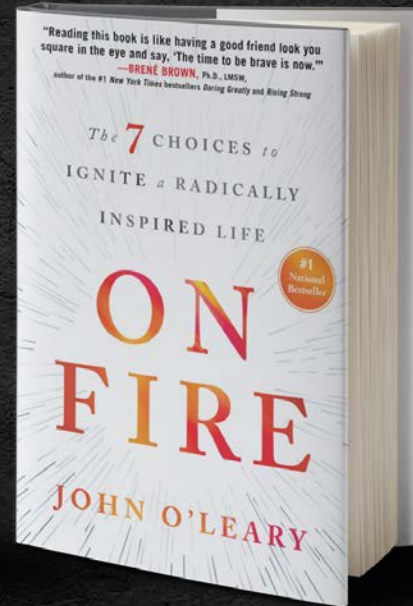
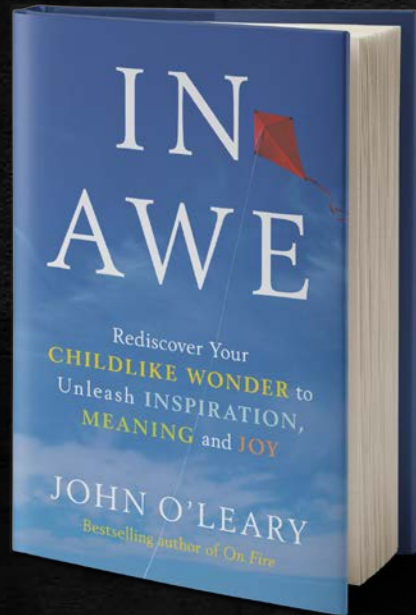




JOHN O'LEARY
LIVE INSPIRED



Let's Live Inspired, Together!



JOLearyInspires



JohnOLEaryRisingAbove



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Eric Boggs

Introduced by spinning intro

Polling Question

After seeing the new Index and revised normalization process, do you believe this is the best way to measure general revenue cycle performance?

A

Yes, very likely

B

Yes, somewhat likely

C

Not sure

D

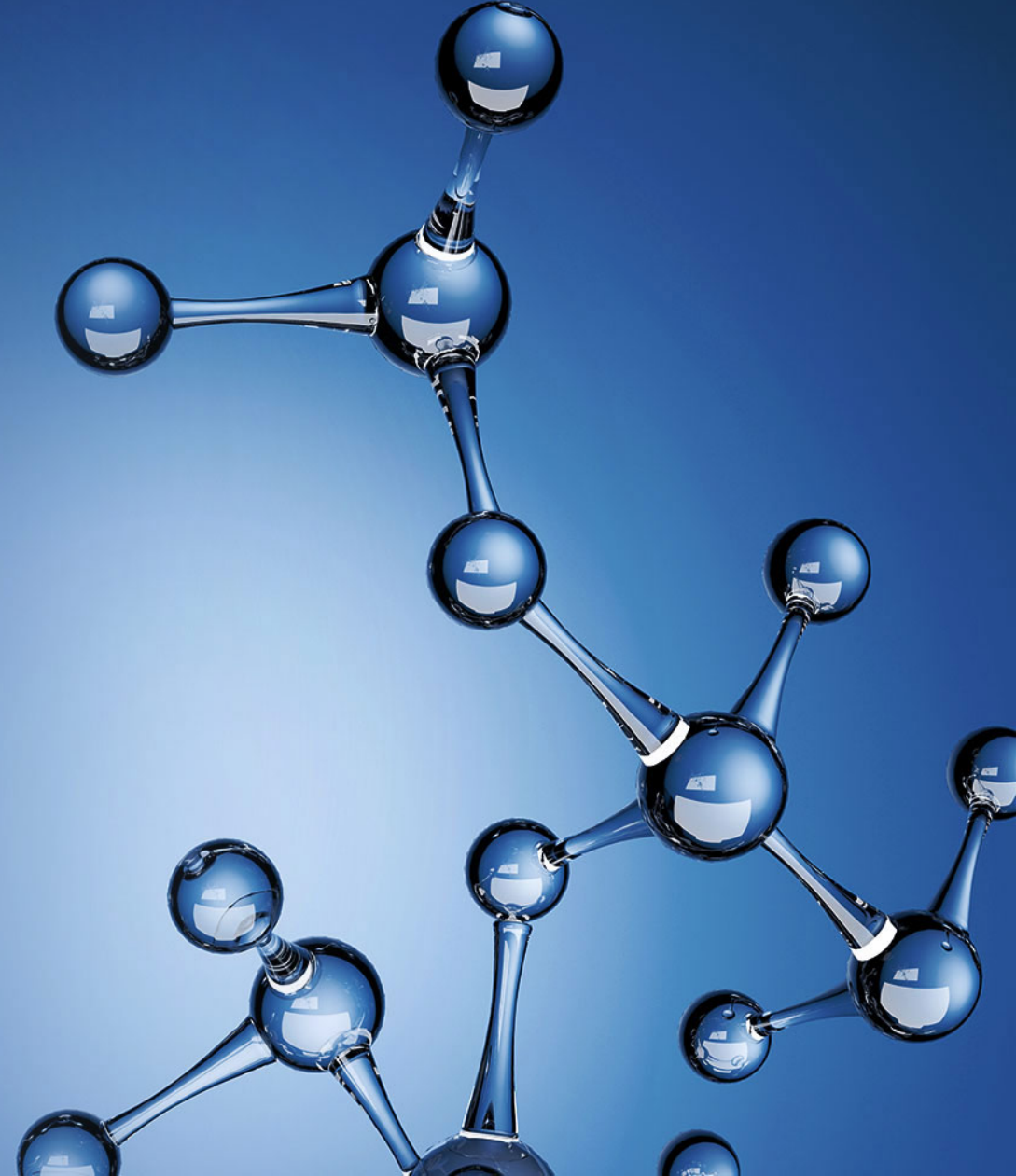
No

As an RCA client with a background in revenue cycle outsourcing,

why were you so eager to help out with the Gold Standard initiative?



Can you share some of the challenges you had to overcome when looking at ways to organize metrics?



Polling Question

What component of the Index do you believe is the most valuable for our industry?

A

Data is not gameable

B

Metrics are able to be normalized appropriately for peer comparison

C

Organized by Efficiency vs. Effectiveness

D

Metrics linked to net revenue and show actual cash improvement opportunity

E

Uniformity of Interpretation of General Revenue Cycle Performance

As the senior revenue cycle leader for the nation's largest tax-exempt system,

what challenges do you believe we face as an industry as it related to performance management?



As someone that played a part in the creation of these metrics,

what opportunity do you believe exists?



Is the Gold Standard of performance metrics achievable?



Polling Question

What is needed to make the Index actionable?

A

The ability to use the data and insights to focus on right items

B

Third party validation of performance is important for our leadership

C

The ability to see dollar impact of better performance in what-if analysis

D

The ability to understand what initiatives can be put in place to improve performance

E

The ability to be notified when performance is dropping at a level of specificity to take action

What is the most valuable or beneficial part of these metrics and the weighted scorings?



Matt Szaflarski

Introduced by spinning intro

Your revenue cycle team is **spending** most of their day **determining** the most valuable things to work on rather than **working** on the most valuable things.



Sally's challenges:

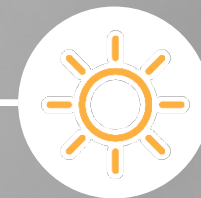
Strategically drive performance toward future +

- Resolve daily “fires”
- Manage team
- Chase down data
- Battle IT constraints
- Identify performance trends
- Provide financial proof to CFO

Sally
Revenue Cycle Leader



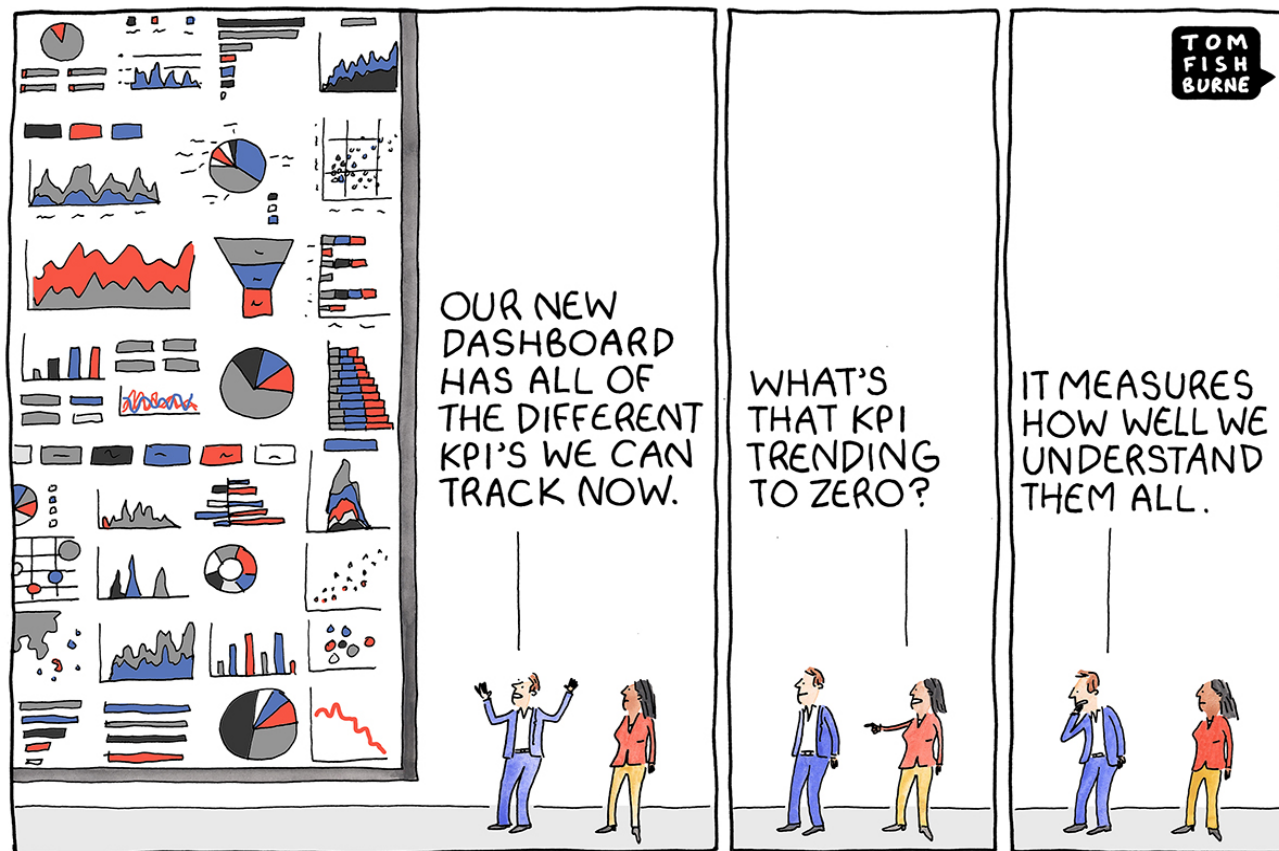
**Finding
the problem**



**Solving
the problem**

How has the industry tried to solve this problem in the past?

More
Data



© marketoonist.com

National
Average Initial
Denial Rate

2018 = 10.09%

2020 = 10.06%

Polling Question

In your current role, what best describes the time you spend “Finding the Problem” vs. “Solving the Problem”?

A

We're always focused on our top opportunities with little effort finding them

B

It takes some effort, but we have access to the data necessary

C

We spend too much time digging through data to find our opportunities

D

A never-ending battle to find and validate the data required



What if you could:

1. Maximize the time spent on driving performance improvement efforts.
2. Minimize the performance impact of issues.
3. Ensure you're working on the highest priority opportunity.

What **more** could your **revenue cycle team** accomplish if they spent the whole day **focused** on top opportunities – not searching for them?

Sally, meet IDA.

Intelligent Diagnostic Advisor

**Data digestion
+ Tailored alerts**

= IDA

Intelligent Diagnostic Advisor

Polling Question

Attendance Check

A

Yes

B

No

How's the drive to work?



How about now?




Move from reactive to proactive

12:10
No Phone

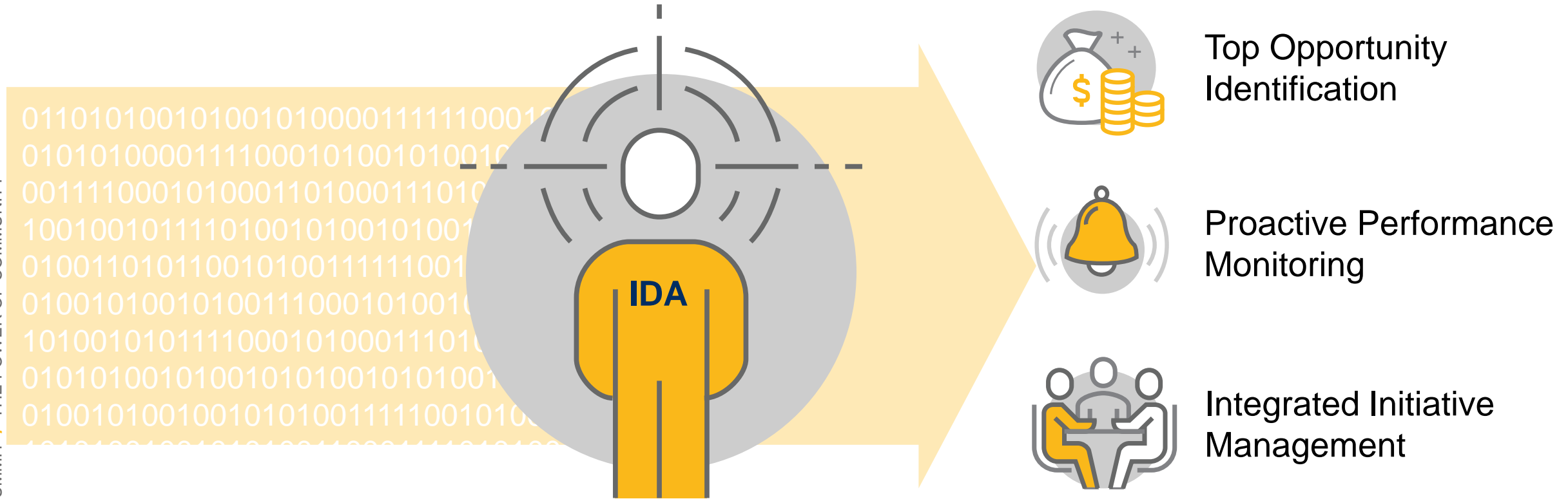
Vehicle Health Monitor

Diagnostics	 All Systems OK
Maintenance	 Dangerously Low PSI
Service Center	No Scheduled Appointments



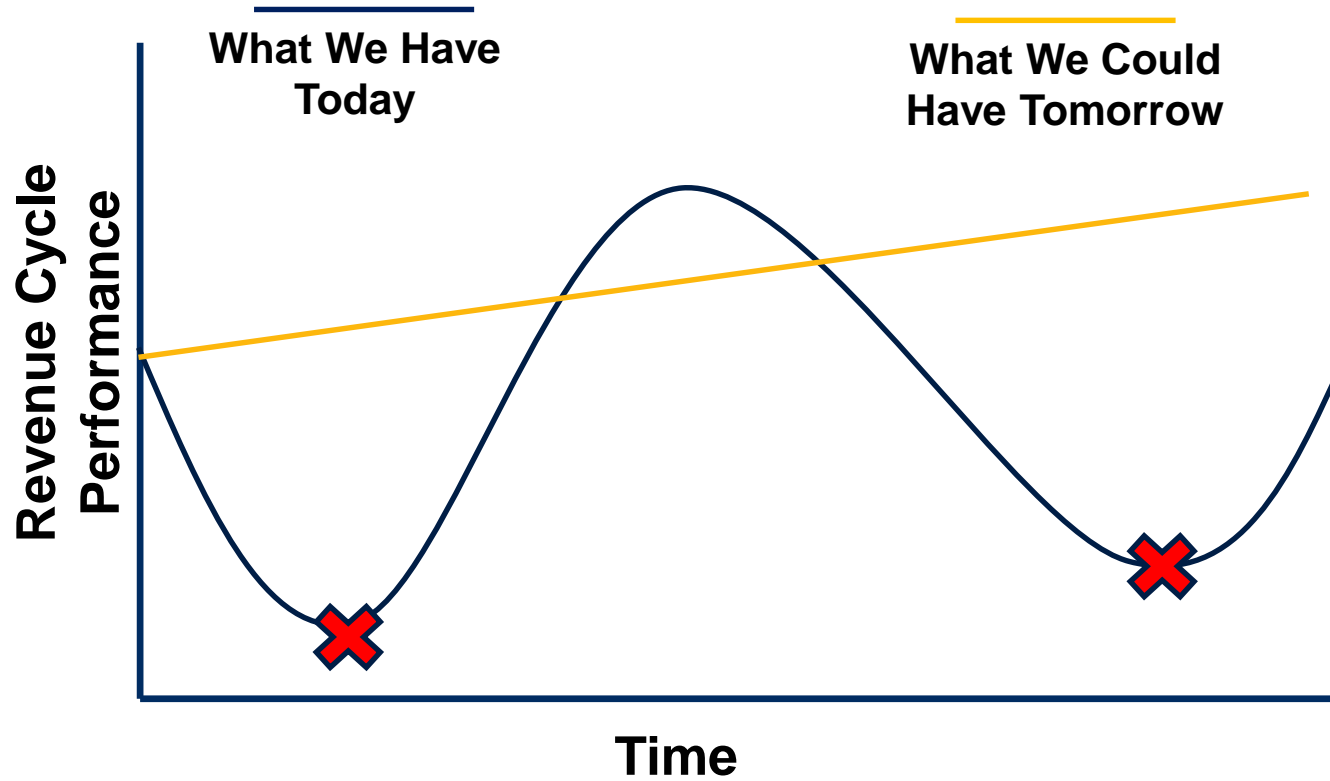
Navigation arrows at the bottom of the screen.

How does it work?



I'll alert you what's important – so you can build value.

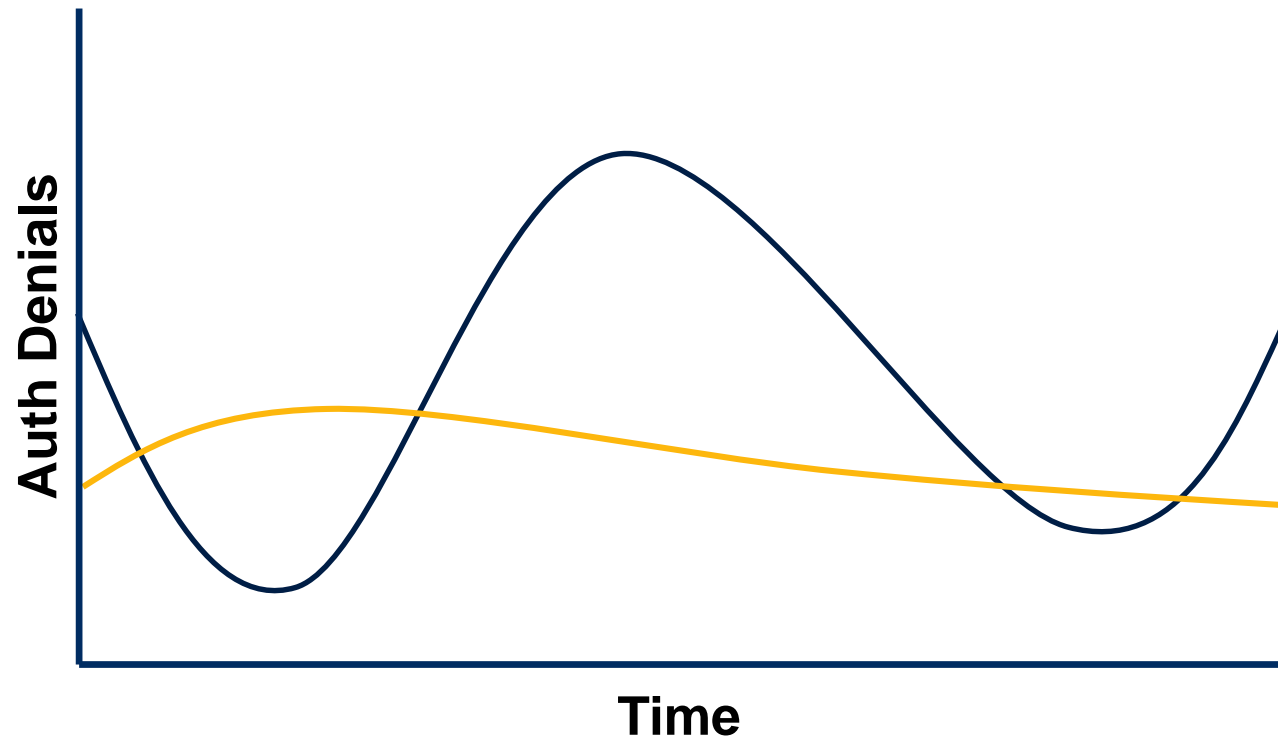
Traditional Performance Management



X Engage Advisory Firm
Average Cost \$1.5M

With IDA
Continuously assess
your performance.

Performance Monitoring with IDA in 3 Steps



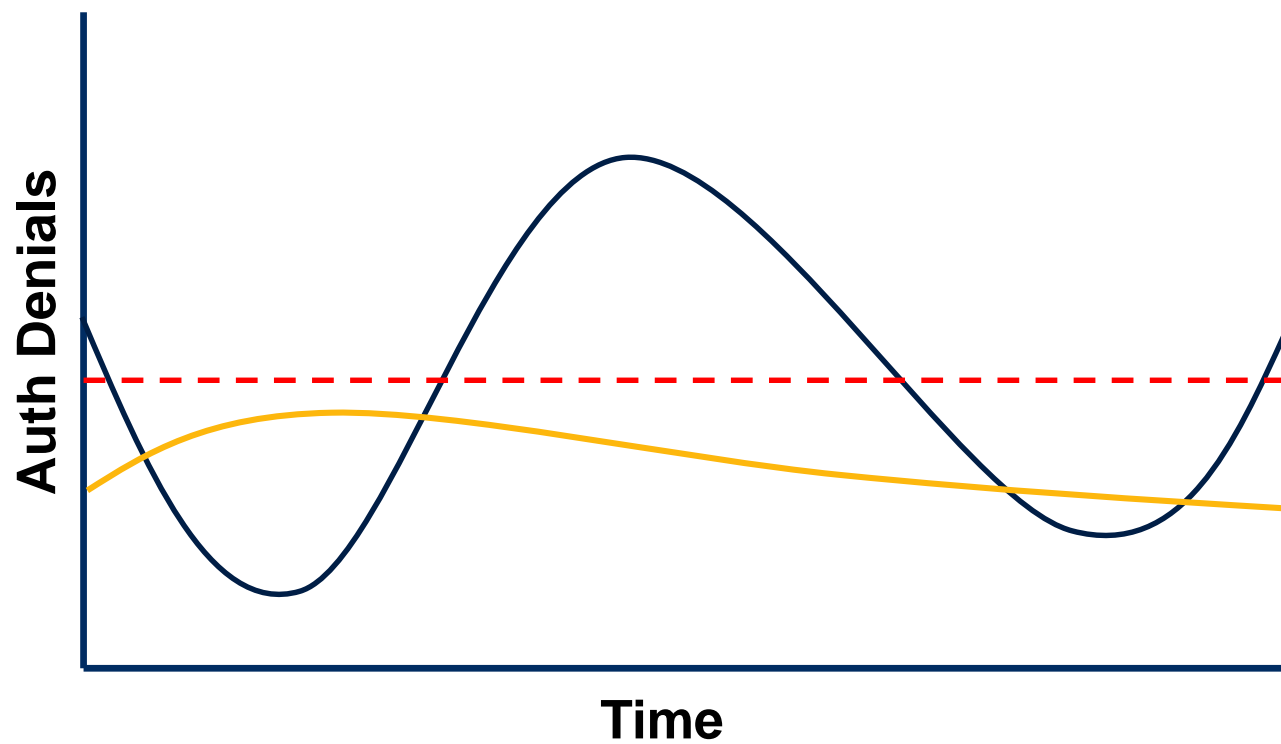
— Your Organization

— Your Peers

Step 1

Compare your performance against your peers.

Performance Monitoring with IDA in 3 Steps

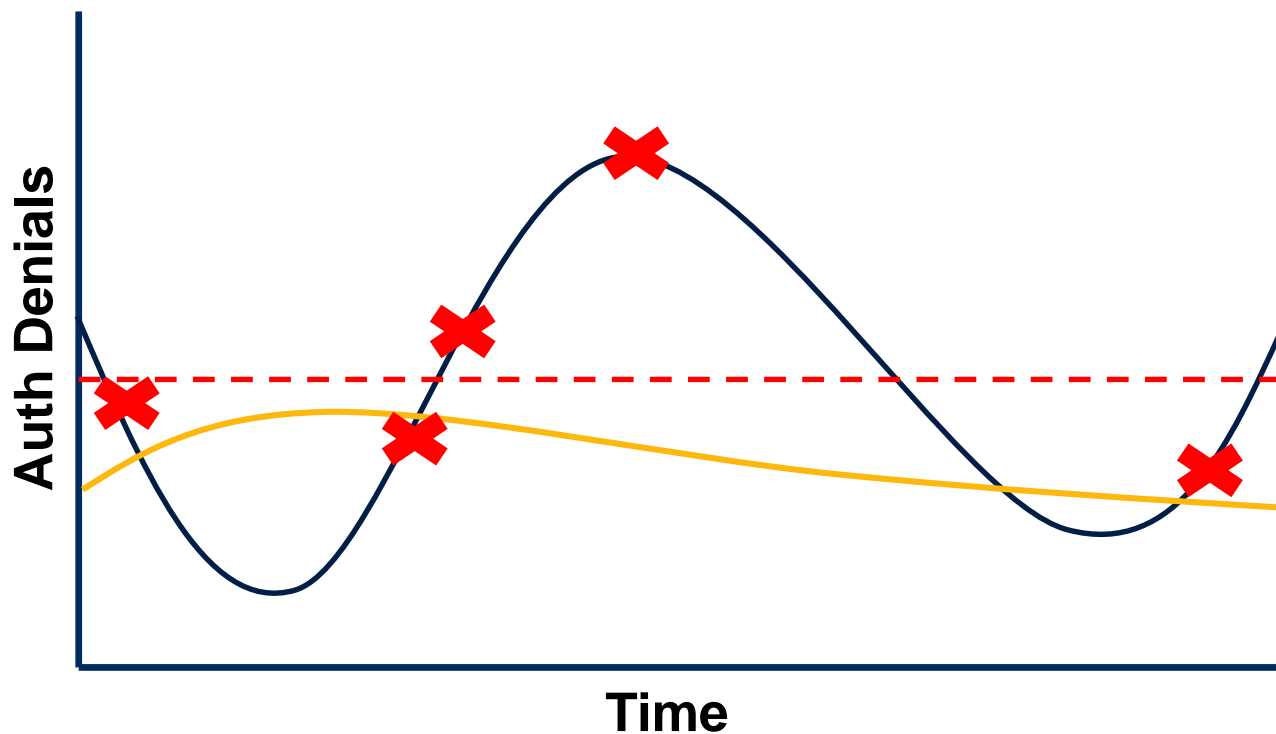


—
Your Organization

—
Your Peers

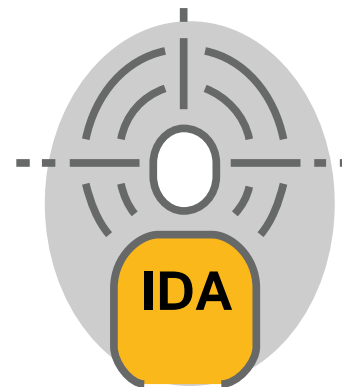
Step 2
Set your goals.

Performance Monitoring with IDA in 3 Steps



— Your Organization

— Your Peers



Step 3 Tune your alerts.

From: IDA
To: Sally(sally@abchs.org)

We've identified a 25% spike
in your OP Surgery
Authorization denials MTD.
[Click here to learn more](#)



Intelligent Diagnostic Advisor

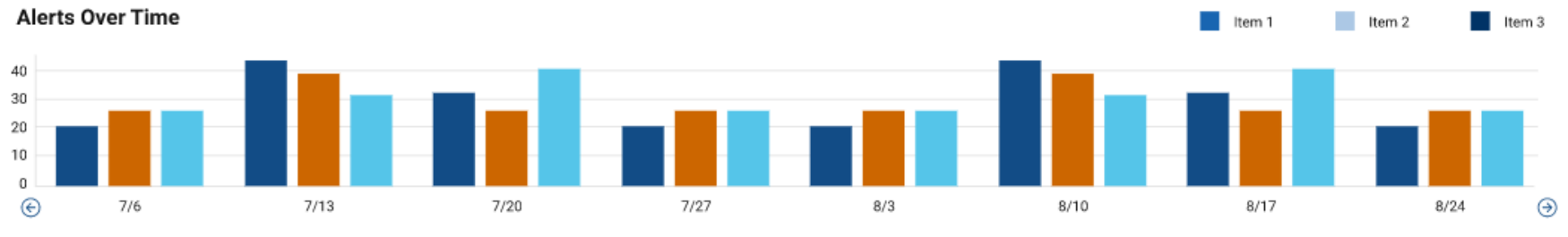


AREA IMPACT SHOW TRIGGERED ALERTS

All All Off

Create Alert

Alerts Over Time



Alert	Status	Area	Trigger Date	Age	Impact	Ongoing Initiative?
25% increase in Blue Cross accounts billed with not authorization on account from facility 8	Active	Back-End	8/1/2020	26	\$\$\$\$	<input checked="" type="checkbox"/>
43% of account population are related to level of care denials	Resolved	Back-End	8/1/2020	26	\$\$\$\$	<input type="checkbox"/>
33% of Medicare Managed AR is aged > 270 days	Active	Back-End	6/1/2020	80	\$\$\$	<input checked="" type="checkbox"/>
16% of total population repeat bad debtor	Resolved	Mid-Cycle	8/11/2020	15	\$\$	<input checked="" type="checkbox"/>
42% of bad debt transfers are associated with Emergency services	Active	Front-End	1/31/2020	210	\$	<input type="checkbox"/>

1-5 of 20 < >

Metric Spotlight

See All



Select an Alert to see the Metric(s) tied to that Alert

Active Initiatives

See All

Current Project	Area	Owner	Metric	Metric Baseline	Metric Target	Start Date	Target Date	Progress
Restart Denials Meetings Process standardization of acquiring and documenting Behavior Health	Back-End	Clark, Dave	Initial Denial Rate	10.20%	9.00%	8/1/2020	12/31/2020	<div style="width: 30%; background-color: red;"></div> 30%
Automate Credit Resolutions Establish accountability with stakeholder and leadership	Mid-Cycle	Riza, Keith	Credit Days	3.50%	1.00%	6/25/2020	12/31/2020	<div style="width: 30%; background-color: red;"></div> 30%
Implement High Dollar WQ Technology enhancement and process improvement project	Front-End	Thompson, Sue	High Value AR>90	1.30%	0.90%	8/1/2020	12/31/2020	<div style="width: 50%; background-color: gold;"></div> 50%

Dan Gautschi

Introduced by spinning intro

No slides, video of by-the-numbers

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Thank you



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