

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

MEGA CONFERENCE | JANUARY 25, 2024



Agenda

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

1

Discussion – Where do we spend our time?

2

What's important? Where should we spend our time?

3

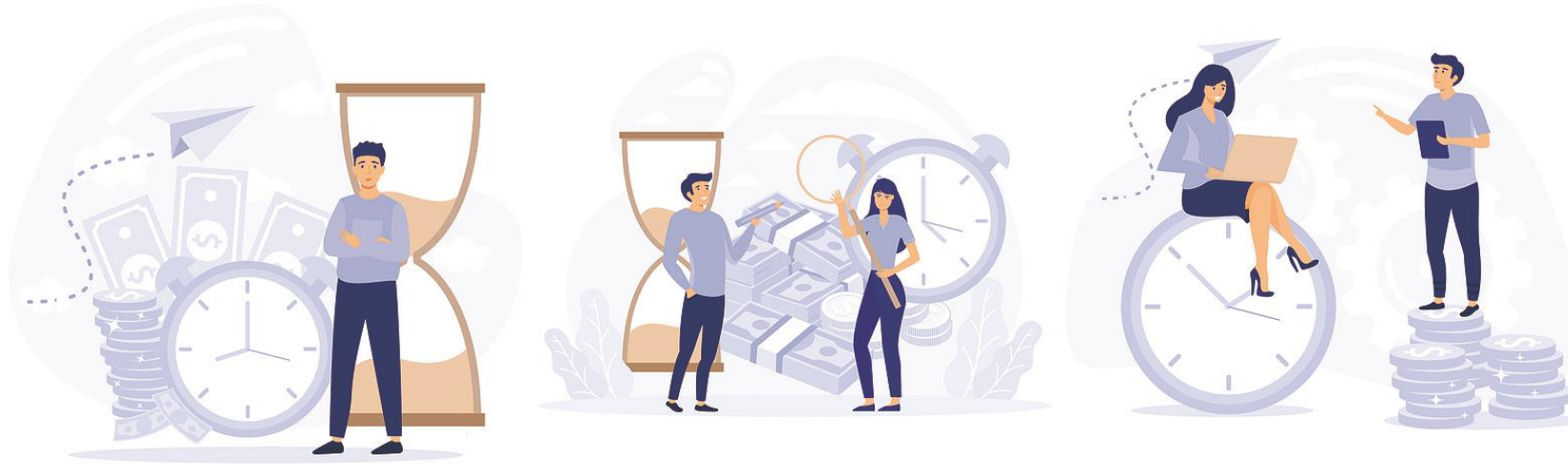
Taking control of our time to do what matters most

4

Get your team excited about RCM again!

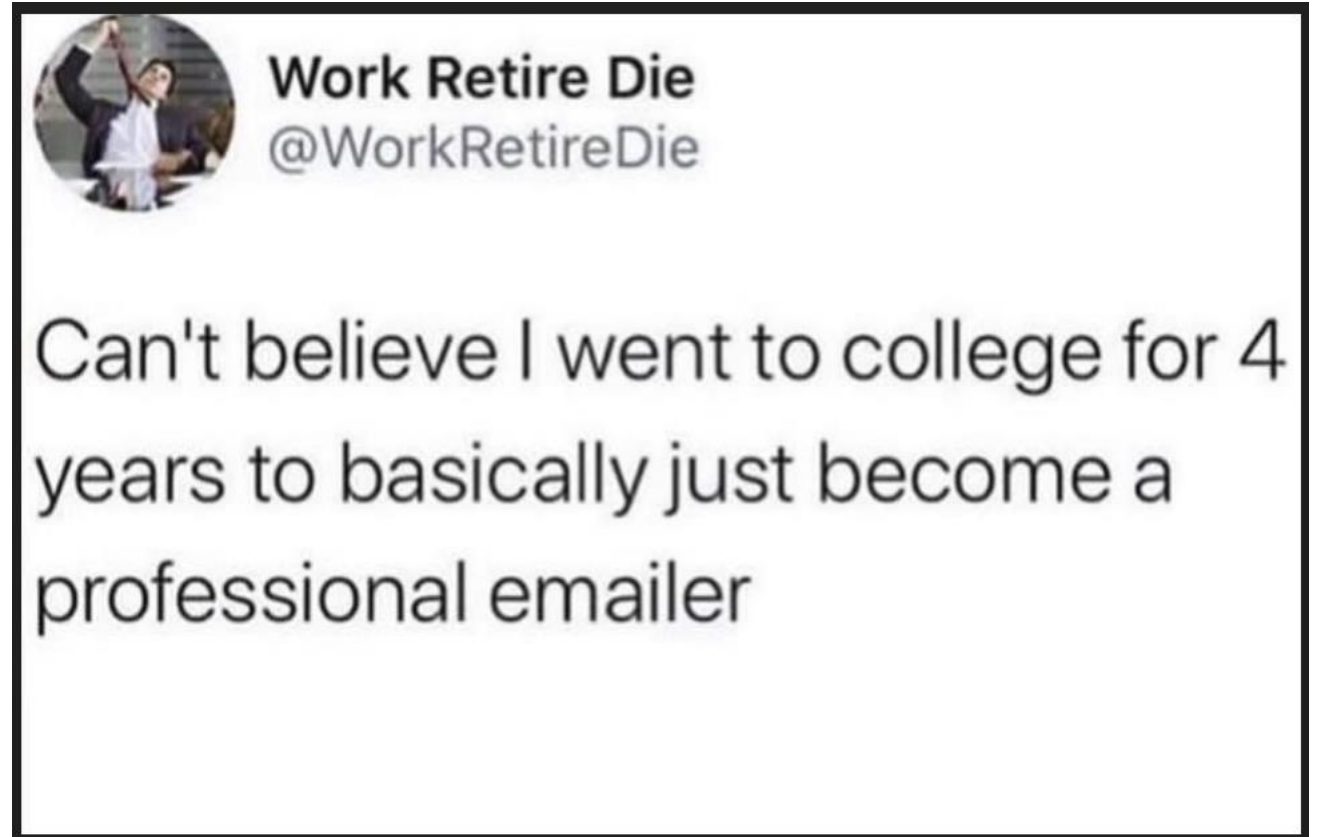
Discussion

Where do we spend our time?



Time Study – Major Tasks

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



Discussion

Where **SHOULD** we spend our time?



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?



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
- Keep them short – 5 sentence rule
- Use teams to stop the back and forth
- **Email Free Fridays!!!!**

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!!!!**



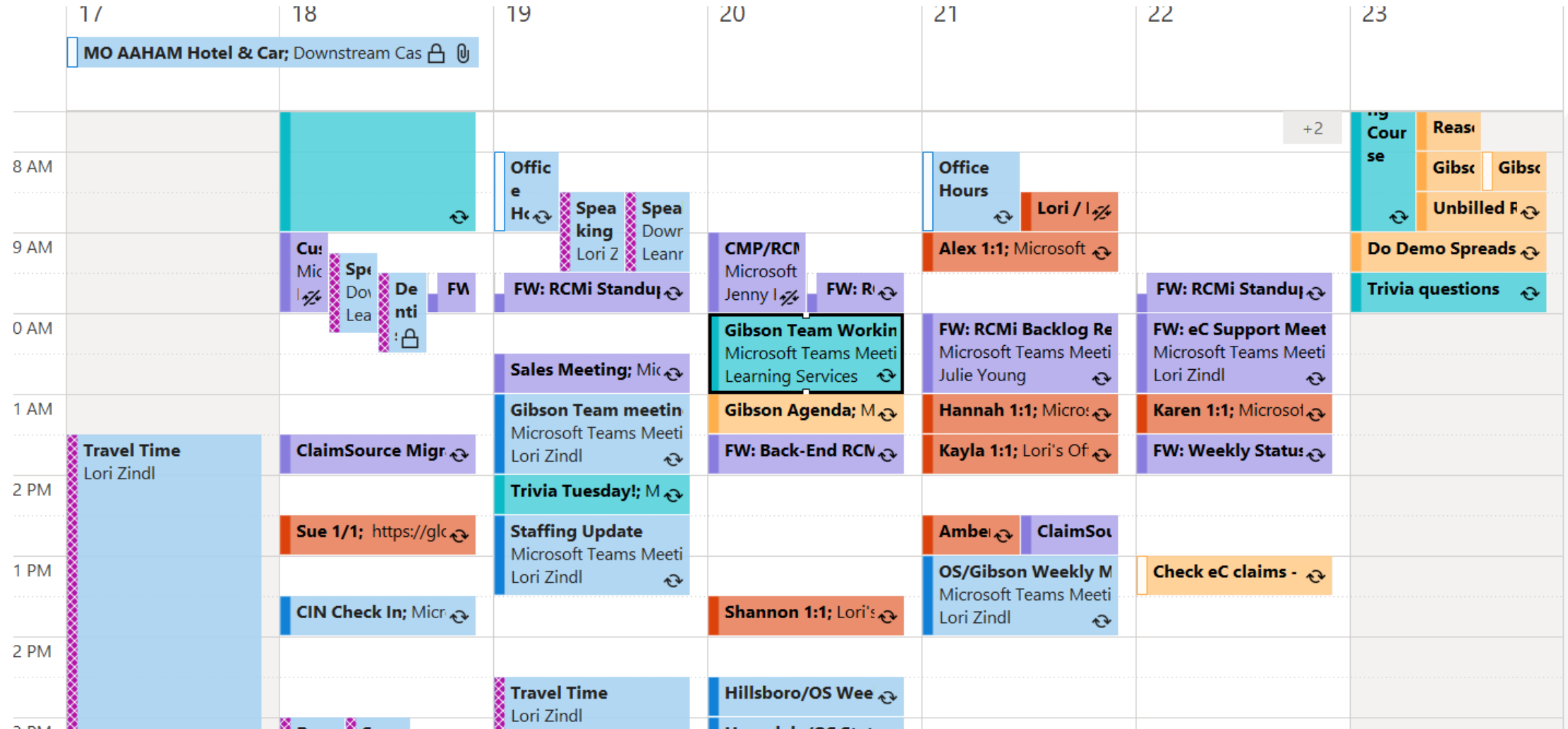
You put your time where your
priority is.

— *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!!!!**

Balance your activities



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!

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

lzindl@os-healthcare.com



Questions - Thoughts

