HAYES
MANAGEMENT CONSULTING

Optimizing the Business of Healthcare

Hayes' Consulting Services

Hayes experts provide a broad-based analysis of your operations, identifying opportunities to improve quality and accuracy, maximize revenue/revenue retention and minimize risk.

? Problem Statement

- Revenue integrity: Getting what we should and keeping what we've received
- Coding and documentation isn't always accurate and thorough
- If we don't meet quality thresholds, we'll lose revenue
- We are migrating to a new EMR, and concerned about losing data. Also, our IT staff needs to learn the new system. They can't both learn the new system and keep running the legacy system.
- We have a new EMR and it is slowing our physicians' productivity and delaying reimbursement
- Between Meaningful Use, ICD-10, HIPAA and other large projects, we have too much to do with too few resources to do it all well and on time

Business Solution

- Eliminate the cause of problems vs. "fixing" them down the line
- Find improvement opportunities in all revenue cycle processes
- Ensure systems and workflows are optimized
- Develop a clinical documentation improvement (CDI) assessment and education initiative
- Build a detailed work plan for all regulatory mandates including staffing
- Develop a change management plan

Hayes Methodology

- MDapproach™: Hayes' methodology to determine root cause analysis of issues in healthcare operations
- Revenue cycle assessments
- System and workflow optimization
- Meaningful use, ICD-10 and HIPAA work plan development
- Interim leadership; interim staffing
- Legacy Help Desk: Hayes maintains legacy system during EMR conversion
- EMR data conversions
- Clinical process improvement, including clinical documentation improvement
- Project management office
- Use of proprietary tools and software such as EDIminer, MDaudit, EMR Budget Forecaster and others

Hayes helps healthcare organizations optimize clinical and business operational performance. Hayes consultants are subject-matter experts in IT strategic planning, revenue cycle management, federal mandates (Meaningful Use, ICD-10, HIPAA), and technology. Hayes was ranked Top Professional Services Firm by KLAS* for four consecutive years (2007 – 2010), and has received multiple Best in KLAS awards since 2005. Hayes is also ranked in Healthcare Informatics' Top 100 and Inc. 5000. (*Klasresearch.com)