

Revenue Cycle Optimization

University of Utah's Medical Billing Department

The University's medical billing department asked Hayes to help prepare for and implement Epic's Resolute Professional Billing system. The department required guidance in developing processes, organizing workflows, training plans, and implementation assistance that would support best practice revenue cycle outcomes. Hayes then optimized revenue cycle operations.



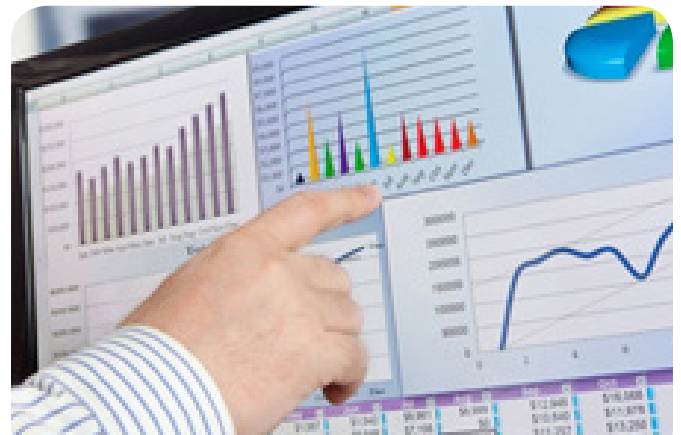
OUR APPROACH

Phase 1: Hayes assisted in the implementation process by:

- Organizing better interdepartmental communication
- Updating policies & procedures
- Diagramming current and future state workflows
- Developing Epic Resolute PB training material
- Performing the collection of information regarding computer hardware and printers (campus wide) for Epic validation
- Leading a system-wide Epic dress rehearsal and validation session prior to go live
- Organizing and directing post- go-live optimization efforts for system automation
- Providing interim management for the Orthopedic Billing Department

Phase 2: Hayes optimized revenue cycle operations by:

- identifying optimization points and automation opportunities in the revenue cycle workflow
- Automating system functions within Resolute PB
- Updating training and policy & procedure documentation
- Conducting time studies of patient encounters
- Reviewing work queues
- Implementing the Single Billing Office (SBO)
- Performing knowledge transfer of optimization process to the client's CIS team



RESULTS

Due to Hayes' work, our client was able to save time and money by automating manual processes in the revenue cycle. Improved communication further streamlined the revenue cycle process. Updated policies & procedures enabled uniformity as both the hospital and professional billing offices produced a single patient statement. Our knowledge transfer protocol ensured that internal staff could continue to improve the revenue cycle.



HAYES

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Optimizing the business of healthcare

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing strategic services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience.

617 559 0404

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