WORKFLOW TOOL QUICK HINTS

1. WORKFLOW TOOLS ARE ONLY AS GOOD AS THE DESIGN AND USERS

- ☐ Traditional revenue cycle software fill gaps that Patient Accounting Systems (PAS) struggle to adequately perform.
- ☐ Multiple page Excel workbooks are inefficient, and cause items to be both missed as well as reworked a number of times.
- ☐ Work lists which exist solely on paper – and they still do at a surprising number of hospitals – have even greater opportunities for failure.

2. WORKFLOW TOOLS SHOULD REDUCE YOUR COST TO COLLECT

- ☐ Unfortunately, the common strategy to sell clients on investing in work flow improvement is to build a platform that replicates PAS system information.
- ☐ Hospitals that fail to address gaps in their PAS work flows will be at greater financial risk as payers shift to value-based reimbursement models.

RCM leaders should invest in low-cost, high-value solutions that augment their PAS – rather than attempt to replace PAS functionality.

3. ISSUE #1 FOR REVENUE CYCLE IT: SOLVING PRIORITIZED WORK LISTS

- ☐ Prioritized lists assist PFS staff in tracking where individual accounts are in the process.
- ☐ Having a workflow tool should facilitate staff collaboration.
- ☐ Workflow should be presented in a way that focuses the effort on those accounts most significant (due to value and/or time) as well as presenting batched accounts to the user.

Workflow tools should foster a consistent process across the PFS shop to move accounts from work list to resolution.

4. WORKFLOW TOOLS NEED TO CONFORM TO *YOUR* NEEDS

- ☐ Too often, workflow tools offer "all of the bells and whistles" – and a significant price tag and lengthy implementation.
- ☐ A workflow tool which directs staff to the right accounts at the right time, is cost-effective, and offers functionality that will be used to increase collection is likely to be successful and provide positive ROI.

A workflow tool should ONLY do what you need it to.

5. YOUR WORKFLOW TOOL SHOULD MEASURE STAFF PRODUCTIVITY

- ☐ Your workflow tool should measure the accounts which your staff resolves, which is much more valuable than simply noting the number of touches. It needs to quantify which staff actions generate cash, and tally the amount of cash posted.
- ☐ Ideally, it provides all users the same view of each real-time metric. Metrics include: count of accounts by assigned user; total account inventory grouped by user and due for work status to monitor user work load; eliminate "black holes"; and provide the number of accounts worked by users in the current business day.

Standardized work queues presented to assigned users ensure the accounts with the highest priority – and accounts that require the same solution – are the next actionable item on your staff's work list.