



# PATIENT ACCESS QUICK HINTS

## 1. ESTABLISH ORGANIZATIONAL STRUCTURE

- Decentralized models lead to leakage. Having any and all Access-related operations under one structure leads to a well-run department.
- Invest in *Leadership*: well-run means your team is well lead. Skilled, experienced Directorship and Middle Management is *critical*. Best practice ORG structure includes Working Supervisors or Team leads.
- Don't leave out an Educator and Quality resource.

*Centralized models limit Patient Confusion, Front End Denials and increase Patient Satisfaction. Having the right leadership, and a strong Organizational Structure, is essential.*

## 2. INVEST IN YOUR OPERATION

- Education and training to give staff the necessary, foundational skills (especially entry-level staff) will increase performance and decrease turnover. Give them time, and let them practice.
- Document "Standard Operating Procedures" (SOPs); incorporate them into your core competencies.
- Hold frequent, brief 'Huddles' as well as Monthly staff meetings. Keeping everyone up-to-date builds relationships with your staff.

*Taking time to train staff properly, investing in detailed SOPs and factoring in 'downtime' for staff interaction have big returns. These activities, if done properly, will aid in increasing clean claim rates.*

## 3. AUTOMATE WHEREVER POSSIBLE

- Observe and document workflows to identify where manual or broken processes have crept in.
- Look to technology and use data wherever possible to automate workflow and eliminate paper. This creates the possibility of increasing staff efficiency without expensive, untimely and cumbersome system implementations.

*Your current programs could provide functionality that has automation potential. Fully assessing both workflows and current technology can save time and budgetary funds.*

## 4. KEY PERFORMANCE INDICATORS

- Establish baseline performance for all KPIs, setting both 'achievable' and 'stretch' goals.
- Establish individual productivity goals for front line staff.
- Hold regular meetings to review current performance and progress towards goals. Require accountability from each team-member.

*Establishing Key Performance Indicators is not enough to drive performance. Consistent execution and discussion are critical to improving and hitting your targets.*

## 5. MONITOR QUALITY & COMPLIANCE

- Perform regular quality & compliance reviews and solicit feedback from Stakeholder departments such as Patient Financial Services and Utilization Review departments.
- Establish a 'Quality Committee' and baseline performance for your staff in Patient Access functions. Engage Stakeholders and trend performance, working towards an organizational goal.

*Poor Quality and Compliance issues spell TROUBLE, from untimely billing and write offs to patient safety events, HIPAA breaches and non-compliance with Governmental agencies.*