



GUSTAFSON



ASSOCIATES, INC.

The last revenue cycle consultants you'll ever need.

REVENUE CYCLE

TOUCHSTONESM

Processing Timeliness and Quality Outcome Benchmark Assessment

G+A developed this **totally unique methodology** in response to the many requests we received from organizations who desired to evaluate their current business process outcomes. They understood the importance of effective and **objective assessment of critical processing timeliness and quality indicators**. Unfortunately, they consistently identified their lack of qualified internal resources, coupled with cultural or other barriers as the factors that prohibited them from effectively assessing their own performance or independently moving forward.

Our clients believe this analysis has been invaluable in helping them further **confirm and communicate among the diverse revenue cycle team and stakeholders, "where they really are."** This comprehensive and fully objective data has enabled our clients to **move quickly past what are often organizational and cultural barriers;** and **opens their doors to effectively developing an enhancement strategy,** and ability to **objectively monitor future progress.**

To conduct this assessment, G+A obtains a random sample of accounts, representing a cross-section of your primary financial classifications and patient types. We work with you to define the specific sample selection and size and assist you in selecting the accounts based on an initial registration date that occurred at a designated point in the past – typically at least 120 days previously. We then analyze all applicable and available system and paper documentation to objectively determine and record your true and comprehensive **revenue life cycle outcomes.**



Processing Timeliness Outcomes

For each selected account, the consultant calculates the **days that elapsed** (lag times) between each critical revenue cycle processing function (both when activities did and did not occur). The processing timeliness criteria are established with you during our pre-project planning. Typically, however, we will assess approximately 40 to 50 different processing points. Just a few common examples include the number of days between the:

- Receipt of a reservation and the date all managed care screening was completed
- Receipt of a reservation and the date patient financial education and counseling was accomplished
- Discharge date and the completion of the required medical records processing
- System bill generation and the day the claim was transmitted or manually submitted
- Claim transmission/submission and the date the first and subsequent third party follow-up contacts were initiated
- Receipt of a patient or third party inquiry and the date the issue was resolved
- Transaction that resulted in a credit balance account status and the date the credit was resolved
- Discharge to the final zero balance account status
- Etc.

Processing Quality Outcomes

During the account review we also evaluate the **quality of each activity** that was completed. Similar to the timeliness criteria, we work with you to determine the quality measures we will assess. Just a few of the 30 to 40 criteria we typically analyze are the:

- Completeness and accuracy of the patient and guarantor demographic information
- Appropriateness of gathered signatures – in compliance with HIPAA privacy and other regulation and requirements
- Effectiveness of third party insurance verification interactions
- Accuracy of the third party billing that was produced and submitted in relation to the expected payer requirements
- Appropriateness of third party and self pay follow-up attempts
- Accuracy of all cash application and adjustment transactions
- Etc.

The data we collect in this assessment provides you with **extensive, graphic benchmark statistics** that confirm **your current level of revenue cycle processing timeliness and quality**. You will be able to use this comprehensive benchmark data as you do future comparative assessments following your enhancement efforts. Therefore, these statistics are your **“plot point” against which you will evaluate your future progress**. This will be the basis for your celebrations and will also provide the information you need to **continue your pursuit of additional enhancements**.

