GUSTAFSON + ASSOCIATES, INC.

The last revenue cycle consultants you'll ever need.

REVENUE CYCLE TOUCHSTONE℠

The Operational Review

Many of our clients desire to have us conduct an ***Operational Review.*** We begin this assessment by ***interviewing your revenue cycle staff*** and ***observing all of the essential processes*** from the point of ***scheduling through the closure of the accounts.*** As we interact with your employees during small group and individual interviews we encourage their open feedback regarding those activities and situations they believe are working well and those that represent an opportunity for change or enhancement. We receive some of our most valuable feedback from revenue cycle team members by asking a "cornerstone question" ***– "Tell me the truth – what really makes you nuts when you're trying to do your job?!"***

In addition to these discussions our evaluation digs deeply into all operational areas. Using creative approaches and tools we also:

- Observe all of the essential work processes in relation to G+A's defined "best-practice, patient-focused operational model"
- Evaluate policy and procedural documentation and operational forms
- Conduct focused analyses of various data and management reports including such items as…
    - Discharged-Not Final Billed activity and trends – including the source of processing deficiencies and delays
    - Open accounts receivable analysis and balance stratification (as possible using your system) – including observations regarding payer and patient type differences
    - Bill edit failures – including the source of processing deficiencies and delays
    - Payer denial activity
    - Patient satisfaction statistics and other available feedback information

- Evaluate critical regulatory compliance operational and control activities. For example, this including such things as Medical Necessity Screening and Advanced Beneficiary Notice (ABN) processing; Medicare Secondary Payer Screening (MSP), etc. Throughout this review, we also immediately advise you of potential violations we might observe, based on an agreed-upon protocol we will establish.
- Review the various system functionality according to G+A's understanding of the various systems' potential and G+A's "best-practice system and technology model"; and confirm your compliance with, and effective use of the designated HIPAA Transaction Code Sets
- Evaluate new employee and ongoing education and development practices
- Conduct a "general assessment" of the staff competencies in relation to G+A's defined "best-practice model"

In addition to the above interviews, observations and analyses, we also ***conduct focused interviews with other key operational areas and leaders within the revenue cycle stakeholder team.*** Frequently these discussions include:

- Primary ancillary and patient care areas
- Utilization Review/Case Management
- Chief Information Officer
- Chief Financial Officer
- Medical Staff Director or other physician representative(s) that you designate
- Chief Executive Officer
- Board Chairperson or other designated Board members and/or committee chair

This evaluation results in a ***uniquely formatted and fully customized report*** including succinct, categorized listings of the strengths we observed and the enhancement opportunities we identified, which include such priorities as:

- Improved cash flow
- Improved days in accounts receivable
- Improved bad debt experience and expense
- Enhanced customer satisfaction and loyalty
- Elimination of compliance violations/risks
- Etc.

Our report has been designed to be used as your ***road map for your future efforts.*** Consistent with G+A's Mission to enable our clients to become self-sufficient, we provide you with the comprehensive information you need to ***proceed on an independent basis***, and to ensure that you will be able to ***sustain the improvements.***