



GUSTAFSON



ASSOCIATES, INC.

The last revenue cycle consultants you'll ever need.

REVENUE CYCLE

TOUCHSTONESM

Processing Timeliness and Quality Outcome Benchmark Self Assessment

For many years, G+A's founder – Bobette Gustafson, has shared our processing timeliness and quality outcome assessment method with countless students at Healthcare Financial Management Association (HFMA) and other seminars. It continues to be her desire to work in concert with **sophisticated and visionary client organizations** that see the true value in **facilitated self-assessment**.

We allow you to **select up to two key revenue cycle team members to serve as the primary assessment participants**. As they review the comprehensive account histories and transaction records for the sampled accounts, they will **gain extensive insight into your organization's revenue cycle strengths and opportunities**. They will also be **furthering the essential teamwork necessary to enable future enhancement initiatives**.

G+A **equips your designated Assessment Coordinators** to conduct the processing timeliness and quality self-assessment as follows. We:

- Provide access to G+A's proprietary, comprehensive listing of processing timeliness and quality criteria
- Facilitate the discussion and decision regarding the benchmark criteria to be assessed
- Provide access to G+A's proprietary assessment data recording tool and modify it based on the benchmark criteria you define
- Conduct formal education in the method which must be consistently used to analyze the accounts and record the assessment data on the worksheet tool
- Work in concert with them as they assess an initial sample of accounts and provide appropriate feedback and re-training if appropriate
- Provide routine guidance after the initial onsite training by responding to questions that may surface as you continue to conduct your assessment

- Conduct reviews of the accounts being analyzed and provide appropriate feedback and re-training if appropriate
- Conduct a final, comprehensive quality assurance review of each account assessment record, consistent with internal G+A protocols
- Provide access to G+A's proprietary data base and report production tools
- Complete the necessary data entry and generate the comprehensive graphic presentations of the assessment results
- Facilitate an onsite discussion of the assessment results data with your designated revenue cycle leadership team to ensure understanding; discuss the implications of the assessment results; and explore future enhancement initiative options

