# **Driving Engagement and Leading Remote Teams**

Wendy Burns Vice President Revenue Cycle Solutions Ochsner Health

**VOchsner** Health

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## Impacting Lives Across Louisiana, The Nation & The World

Ochsner serves patients from across

### LOUISIANA, EVERY STATE in the nation, and more than 75 COUNTRIES.



Ochsner seeks to move Louisiana into the top 40th healthiest states with America's Health Rankings by the year 2030.

### Ochsner is

### LOUISIANA'S LARGEST

not-for-profit health system and one of the largest independent academic health systems in the United States.



Specialty Hospitals



PATIENTS SERVED IN 2021

MEDICAL SPECIALTIES & SUBSPECIALTIES

Affiliated Physicians







# Driving engagement and leading remote teams January 25, 2022

# **Agenda**

- Transition from office to home
- Communication
- Measuring Productivity
- Remote Training
- Engagement for Remote Teams

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# Transition to a remote workforce...

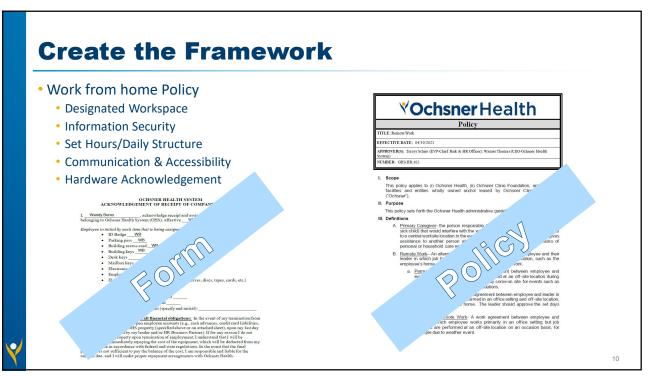
- March 2020 staff were sent to work from home due to Pandemic
- No advance notice
  - Technology
  - Communication
  - Timeline
  - Workspace



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# Weighing the Benefits & Challenges

### **Initial Challenges**

- Printing/ Scanning/Faxing
- Lack of technical skill to join Zoom and conference calls
- Do not see each other often in person
- In-person rounding difficult and time consuming to coordinate
- Difficult holding large group meetings
- · Lack of detailed communication
- Space restrictions when employees do commute
- Remote collaboration
- Building/maintaining trust
- Fear of loss of culture

### **Benefits**

- Autonomy
- Work life Balance
- Uninterrupted productivity
- Higher productivity
- Traffic avoidance
- Cost savings
- Ability to work at other locations
- Expand recruitment



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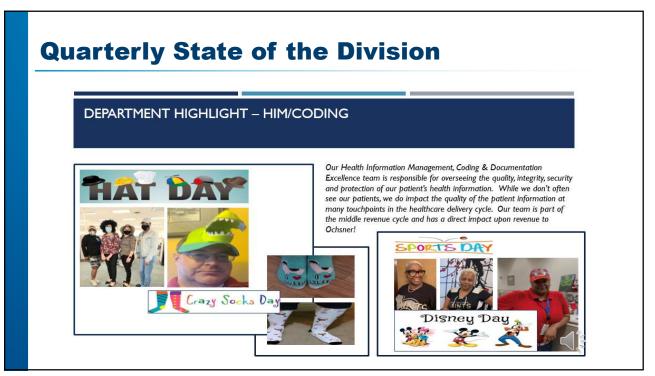
# Communication



Thank You All for All Your Hard Work and Your Commitment, Couldn't Do This Without You!!!

- Daily Check-in's
- Weekly Team Meetings
- Monthly Newsletters
- Quarterly Revenue Cycle State of the Division
  - System Highlights
  - Awards and Certifications
  - Good News
  - Department Highlight
  - Diversity and Inclusion Highlights
  - Future Events
- Weekly/Monthly System updates
  - Power of One Messages
  - Monthly Webex

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# **Quarterly State of the Division**

### What is



the redundancies and help you focus on the important work!

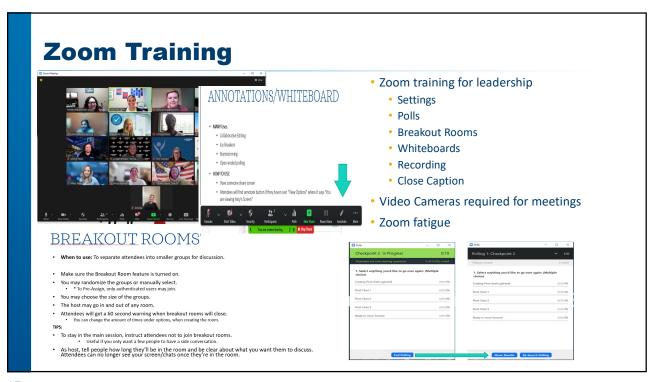
- Claims Status
- Insurance discovery
   Patient Estimates
- Authorizations
- HRSA billing

  - · ..and more!



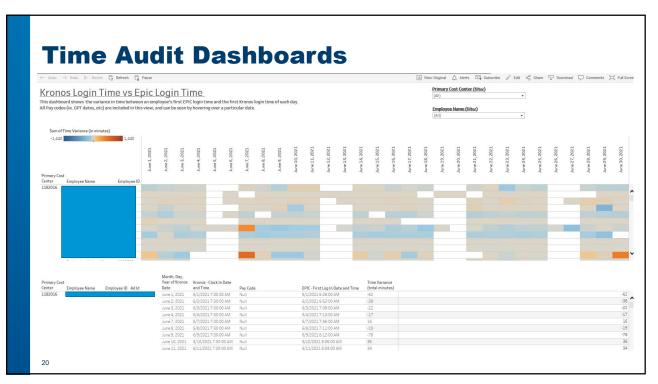
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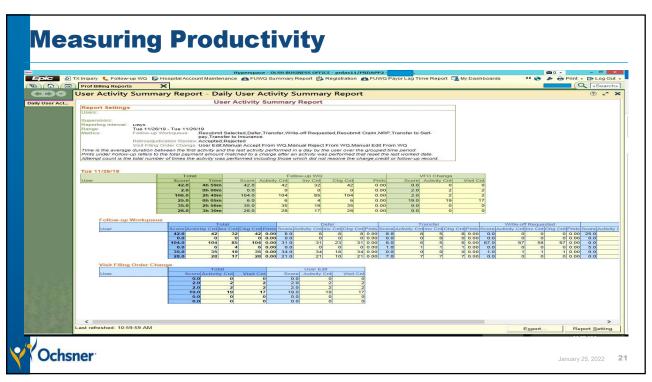
# **Quarterly State of the Division** RCA Tableau Dashboards Yield Affecting Adjustments Cash Aging Bad Debt & Denials Charity · CDE & HCC **HB** Trending ED Deficiency **POS Collection** DNB And many more! Copay Collection Rate



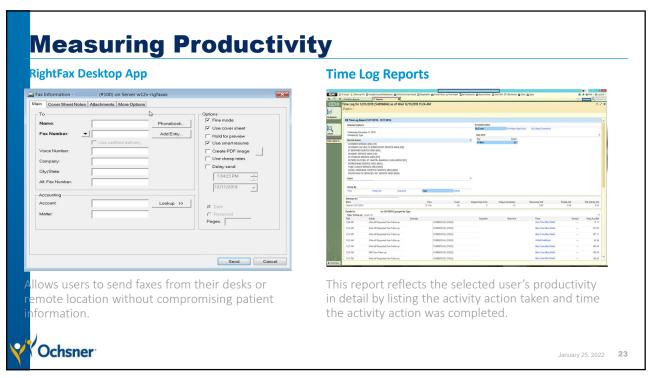


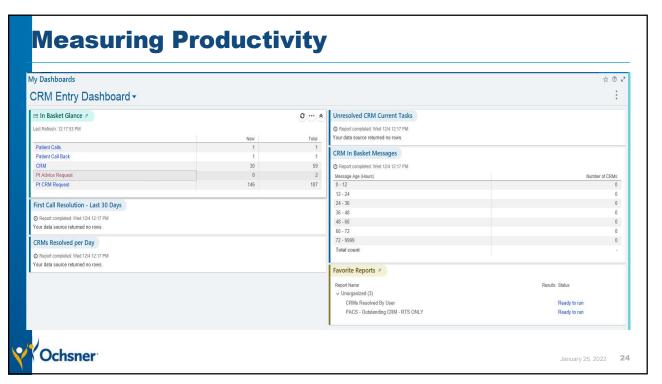


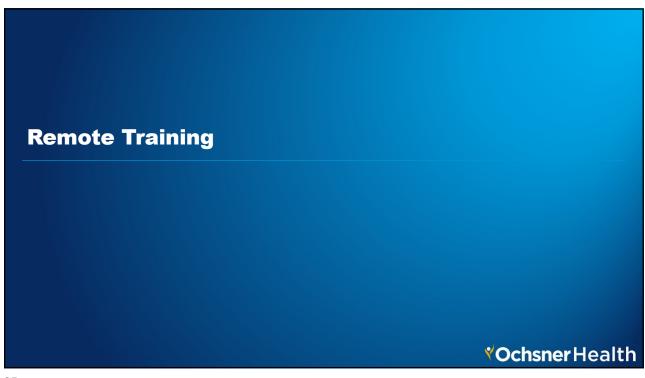




	November 2019 Productivity			Monday				Tuesday				Wednesday				Thursday			
November 2019 Productivity			11/11/2019				11/12/2019				11/13/2019				11/14/2019				
ID	MTD Average Productivity	MTD Average %	Epic Prod	Hours Worked	Adj Prod	% Prod	Epic Prod	Hours Worked	Adj Prod	% Prod	Epic Prod	Hours Worked	Adj Prod	% Prod					
8375	150	115%	135	8	135	104%	143	8	143	110%	152	8	152	117%	163	8	163	125%	
1211	145	112%	132	8.1	130	100%	116	7.1	131	101%	134	7	153	118%	160	7	183	141%	
6212	130	100%	123	8.1	121	93%	132	8	132	102%	135	8	135	104%	154	8	154	118%	
6938	87	115%	78	8.3	75	100%	103	7.3	113	151%	80	7	91	122%	76	7.6	80	107%	
5193	145	111%	149	8	149	115%	132	7.5	141	108%	145	8	145	112%	141	8	141	108%	
3274	131	100%	106	6.5	130	100%	118	7.5	126	97%	118	7.5	126	97%	131	7	150	115%	
8503	131	101%	113	8	113	87%	168	8	168	129%	98	8	98	75%	131	8	131	101%	
2256	142	109%	134	8.5		97%	115	6	153	118%	124	6	165	127%	98	5.5	143	110%	
8351	131	101%	140	8	140	108%	128	8	128	98%	143	8	143	110%	138	8.1	136	105%	
1195	141	108%	133	8.1		101%	134	6.25	172	132%	139	7	159	122%	135	7	154	119%	
9217	116	89%	106	8		82%	109	8	109	84%	135	8	135	104%	132	8	132	102%	
5392	136	105%	140	8		108%	110	8	110	85%	138	7.9	140	107%	60	4.2	114	88%	
9306	130	100%	135	8.2		101%	146	7.9	148	114%	131	6.6	159	122%	131	8	131	101%	
2001	132	101%	131	8		101%	134	8	134	103%	0				132	8		79,0000	
1553	130	113%	188	8		163%	101	9.5	85	74%	88	5.5	128	111%	115	6.3	146	127%	
5293	133	115%	138	8	138	120%	130	8	130	113%	124	8	124	108%	133	8	133	116%	







# Revenue Cycle

Revenue Cycle Training and Education is committed to educate you on managing Ochsner's claims processing, payment and revenue generation.

Our Services



- Hospital Billing

   Hospital Follow Up
  - Hospital Denials
  - Revenue Ingenuity



### **Patient Access Services**

- Clinic Registration
- Clinic Scheduling
- Hospital Registration



### Pre-Service Clearance

- Clinical Review Team
- Financial Call Center
- Insurance Verification



### Professional Billing

- Clinic Billing
- Clinic Denials Coding





### Single Billing Office

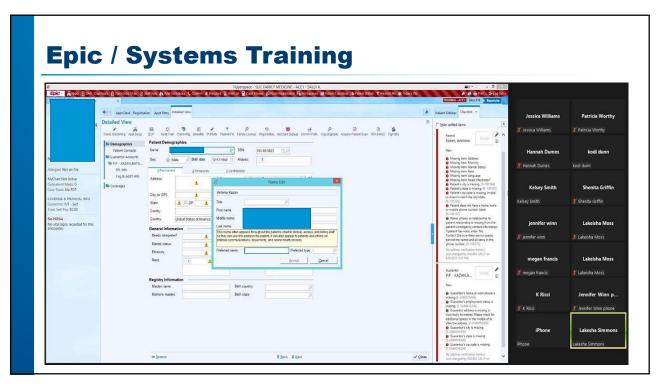
- Credit Resolution
- Guarantor Follow Up
- Patient Account Services
- Patient Financial Services • Financial Clearance Policy



### RC Leaders

- RCLT
- RCSA
- RCSP
- Mentor Program Toastmasters







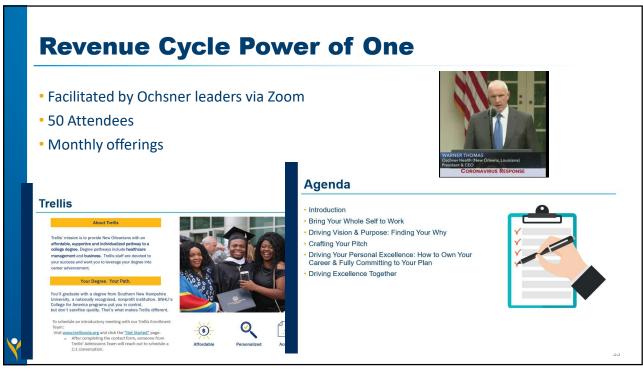




**Driving Engagement for Our Remote Teams** 2020 Revenue Cycle Employee Appreciation Week Community and public recognition via e-mail, Monday, October 26 Door Decorating Contest (any household or office/department door) Weekly motivational e-mails as a touchpoint of Take a picture and send to armyilliams@ochsner.org Monday by 11am. progress Nailed It Baking Contest: Taco Tuesday We will provide a sample picture and you will try to match it.

Take a picture of what it should look like and how it came out!

Submissions sent to amwilliams@ochsner.org Tuesday by 11am. Virtual Bingo **Group mentoring** Pumpkin Decorating Contest
Take a picture and send to amwilliams@ochsner.org Wednesday by 11am. Employ get-to-know-you surveys to personalize Thursday, October 29
Covid Mask Decorating Contest
Take a picture of your mask and send to amvillans@ochsner.org by Wednesday, 12 noon. Mask should be 'homemade' Begin meetings with ice breakers Will have a people and pet category
Take a picture and send to amwilliams@ochsner.org Friday by 11a 3 facts about me – guess who! Riddle of the day Blinding Light Video Challenge: more information to come Please remember that all preparation for employee appreciation week activities should occur during breaks or non-working hours. **Ochsner** 





# Virtual Rounding

- Use rounding to build relationships and connect with your team
- Be sure your discussion includes established questions, but isn't robotic
- Be creative with your focus questions
- Use the focus questions to identify Performance items
- Example Topics:

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- Relationship building
- What is working well?
- Staff to recognize and why
- Process/systems you would like to improve and your ideas to fix
- Tools, equipment, other resources needed



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# Virtual Best Friend

- Team members take a virtual coffee break via video call in order to create a more comfortable, wellrounded environment with 1 or two team members
- Facilitates discussing mutual hobbies and prevents isolation and burnout
- · Optional weekly topics to discuss



