The Link Between Quality Assurance, Education, Impact & Value

Ashley Stucks
Vice President, Quality Assurance



Savista Disclaimer

Copyright and Trademarks Statement. © 2021 Savista™, LLC, a Delaware Corporation, with a business address at 200 North Point Center East, Suite 600, Alpharetta, GA 30022 and its affiliates and subsidiaries (collectively, "Savista"). All Rights Reserved. The Savista name, associated trademarks, product names, and logos are owned by Savista or related entities and may be registered with the United States Patent and Trademark Office.

Confidentiality and Use Statement. Any information and related materials provided are owned by Savista (collectively, the "Content"). No part of the Content may be reproduced, stored, disclosed, or transmitted in any form, or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise, without the express written permission of Savista. The Content may contain proprietary information, comprising of trade secrets and know-how owned or developed by Savista. All users must maintain the confidentiality of all Content at all times.

Information Statement. From time-to-time, the Content may refer to Savista but may include references to customer statements, data, or statistics that were generated from the business operations of one of Savista's subsidiaries prior to the formation of Savista. Savista strives to provide accurate information in the Content but assumes no responsibility or liability for any errors or inaccuracies that may appear. Savista makes no warranty, express or implied, regarding the accuracy, adequacy, completeness, legality, reliability, or usefulness of any Content provided and specifically disclaims any implied warranties of merchantability or fitness for a particular purpose. All Content is provided on an "as-is" basis.

Why Operational Efficiency Matters

Quality Assurance Project

Key Findings

Education & Training Overview

Training Best Practices

Q&A

Agenda

Why Operational Efficiency Matters

The pressure on hospital margins continues...

- Healthcare leaders are forced to identify new ways to reduce costs, increase cash flow and optimize financial performance.
- Optimizing process improvement and colleague performance critically impacts a provider's profitability and financial stability.

A recent Kaufman Hall study indicates hospital revenue will likely be down

\$53B - \$122B due to the lingering effects of COVID-19.*



Impact of Operational Inefficiencies

Combat **revenue loss** with an effective quality assurance team to:

Evaluate operations



Deploy education

uncovering inefficiencies and identifying root cause

to ensure performance is improved and best-practice is sustained

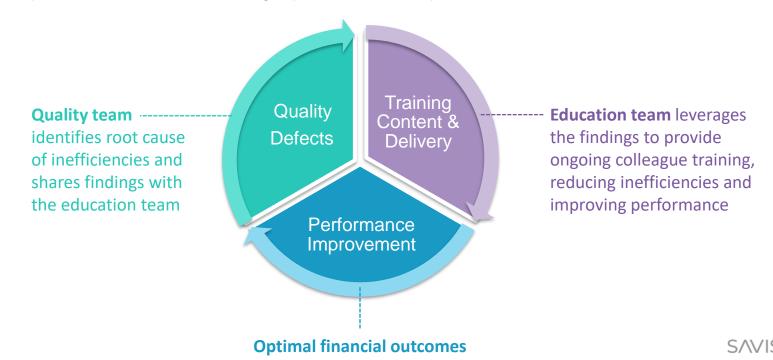
Without **both**, inefficiencies remain, revenue continues to be lost, and the cycle continues.

The average 350-bed hospital leaves \$22M on the table by focusing on cutting costs over optimizing revenue cycle processes.*

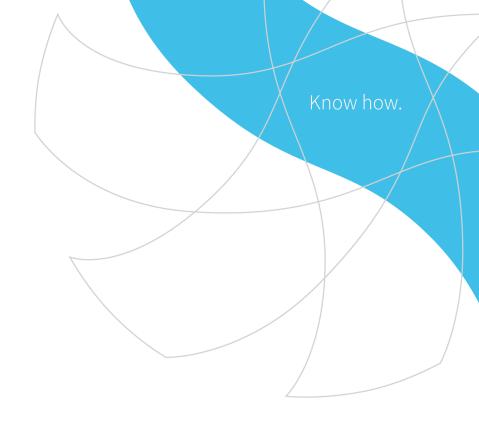


Training Content and Delivery Best Practice

As part of the Savista best practice, our quality and education teams are tightly aligned to ensure continuous process improvements, best-in-class colleague performance and optimized financial results for our clients.



Quality Assurance Project Overview





Project Overview

Opportunities Identified

Our Quality
Assurance team
addressed lost
revenue by
identifying
opportunities
within operational
processes.

Opportunities Quantified

Analyzing data from three healthcare systems yielded the costs associated with suboptimal revenue cycle performance.

Root Cause Located

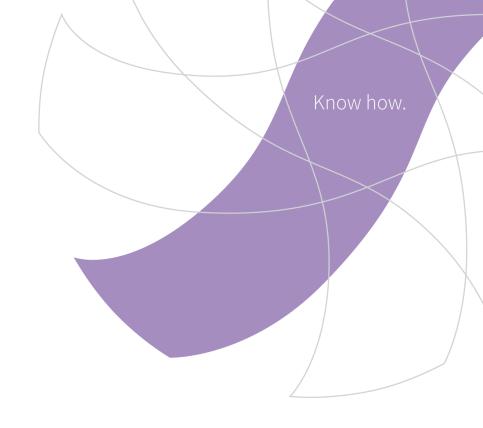
Lean Six Sigma methodology facilitated root cause findings.

Education Deployed

Educational opportunities were pinpointed through identification of major process inefficiencies.



Key Findings





Overall

- Four denial categories significantly impacted revenue leakage:
 - 1. Incorrect identification of primary insurance
 - 2. Patient not eligible
 - Service not covered
 - 4. No authorization

82% of inaccuracies reviewed were human error

Additional analysis uncovered associated increase in cost to collect up to 50%



Key Highlights

3,000+ patient encounters were sampled for analysis, findings included:

- \$4.0M in monthly denials with errors present
- Deficiency for encounters with aging balances >90 days within the following categories:
 - Incomplete documentation
 - Missing/Incorrect authorization
 - No insurance verification documentation
 - Follow-up action incorrect



Key Highlights

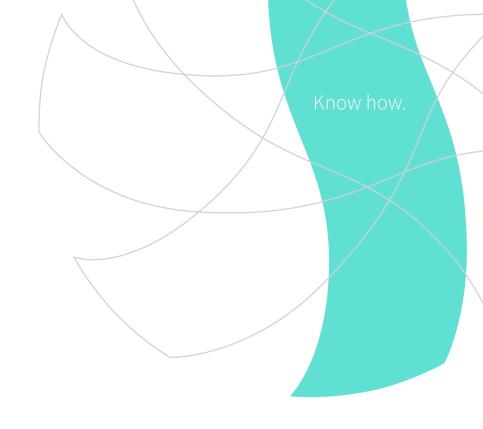
Average resources to resolve accounts:

30-90 days post final bill	2.3 FTEs
90-120 days post final bill	4.7 FTEs
>120 days post final bill	6.2 FTEs
Increase in cost to collect	\$1.5M

Industry collectability data revealed cash collection at time of resolution for accounts with error decreased on average 60%, resulting in a \$2.4M revenue loss.



Quality Assurance & Education Partnership





Transition to Education Partnership

Based on these findings, Savista's Education team:

- Reviewed current education courses
- Identified gaps in training
- Designed focused training modules that addressed key operational deficiencies, including:
 - Denial scenarios and downstream monetary impact
 - Documentation requirements
 - Authorization usage
 - Other insurance
 - Follow up best practices



Education and Training Overview

Savista's education team leverages hands-on and online training to implement best-practice processes and monitor ongoing performance compliance.



Simulated scenario-based, hands-on learning:

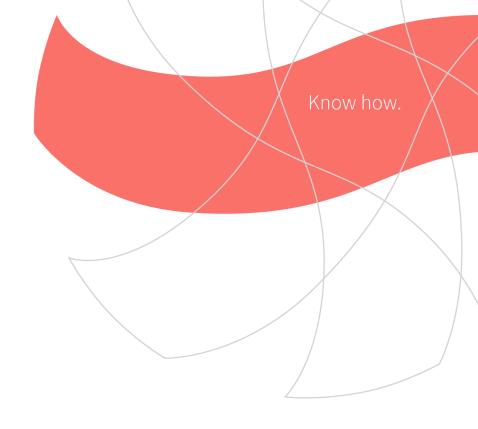
- Learn how errors impact revenue and patients
- Demonstrate the loss of revenue associated with collection delays
- Review best-practice processes
- Recognize denial causes and their critical impact on revenue cycle performance



- Colleagues are required to complete an online course illustrating the entire revenue cycle process, inclusive of the patients' financial journey.
- New hire curriculum is continually updated in support of best practice.



Training
Best Practices





Training Best Practices

New Hire Orientation (blended learning)

- Consistent foundational revenue cycle content
- Top defects/customer feedback is continually incorporated into content, for example:
 - Incorrect documentation
 - Registration process
 - Authorization handling
 - Coding impact
- Quality program expectations
- New hire quality and productivity improved 20% YOY
 - Continual content improvement based on error trends
- Annual operations new hire content review

Micro Training (Biweekly)

- Bite size reminders (<5 minutes)
- Desk top access and reminders
- Operational driven content (defects, client feedback)

Customized Training:

Client-specific micro learning

- Month 1 results:
 - 20% defect reduction
 - 10% productivity increase
 - Positive colleague feedback



Training Best Practices

Chair Sides

- Data improvement months 1-3 after individual observations
 - Quality 10%
 - Productivity 7%

Remedial Training

- Monthly Top Defect Review
- Month over month reduction 12%, 10%
- Target low performers each month mandate training

Training Modules/Assessment Scores
Tracked Learning Management
System (LMS)



Benefits of Improved Performance

Breaking silos between Operations, Quality, and Training is a win–win for patients, clients and colleagues



- Improved margins and increased revenue
- Reduced AR inventory and the cost to collect it
- Increased clean claim rate
- Sustainable, efficient operational processes
- Increased satisfaction of patients and colleagues
- Efficient colleague onboarding
- Attainable KPI support



Questions

Please contact us!

Ashley Stucks astucks@savistasolutions.com

SAVISTA

Thankyou