

Indiana University Northwest

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Accelerated Experiential Learning in Revenue Cycle Management

Student Feedback

- *“I found this rotation was an invaluable learning experience....I gained insight into how the different departments within the revenue cycle work together.... There is no comparison to having a hands-on experience and visiting a facility versus reading about it in a book, especially for someone like me who has no healthcare background.”*
- *“When I reflect on the most valuable lesson that I learned, I really honed in on that more people need the ability to think critically and make connections as to how their responsibilities affect others.”*
- *“I learned how everyone makes up a big team in Health Information Management, all working together....how all of them connect like dots and help each other.... I now know how to make a better team and contribute in other areas to improve the healthcare system and the health information department.”*
- *“.....that brings me to the most valuable lesson I acquired:teamwork is important in healthcare....Cooperation and communication amongst all departments promotes quality care on the patient end but also proper reimbursement on the financial end.”*
- **Quality and Data Analysis:** *“I really appreciated the time she took to meet with us. She was articulate and passionate about her role. She gave us thorough explanations of the projects she is working on as well as the way quality improvement goals are set. It was honestly quite amazing that such a small department works towards such big goals. She explained how quality is more of a facilitator in the process and that they work as a team with each department to support them.*
- **Risk Management** *“I absolutely loved my specialty rotation. She did such an amazing job and presented us with so many good examples, and so much good information. I could tell that she was genuinely very interested in talking to us.*

Revenue Cycle Management in Healthcare

System of revenue tracking in U.S. healthcare

Entire life cycle of a patient account from creation to payment

- All administrative and clinical functions that contribute to the capture, management, and collection of patient service revenue.*

Multi-departmental collaboration

- Registration
- Clinical staff
- HIM
- Release of Information
- Billing
- Others

* Casto, A.B. (2018). *Principles of Healthcare Reimbursement* (6th ed.). Chicago, IL: AHIMA Press.

Revenue Cycle Process



Revenue Cycle Process



Revenue Cycle Management

Process

Traditional Model

- Silos
 - Deficits
 - Lack of accountability
- Reactive
 - Process delays
 - Revenue delays

New Model

- Collaborative work
 - Common objective
 - Accountability
- Proactive
 - Optimized process
 - Timely revenue

Experiential Learning

Design & Implementation



Conceptualize rotation process

Departments Sequence



Develop student deliverables

Activities



Presentation to HIM directors

Fall of 2016



Implementation

Fall 2017

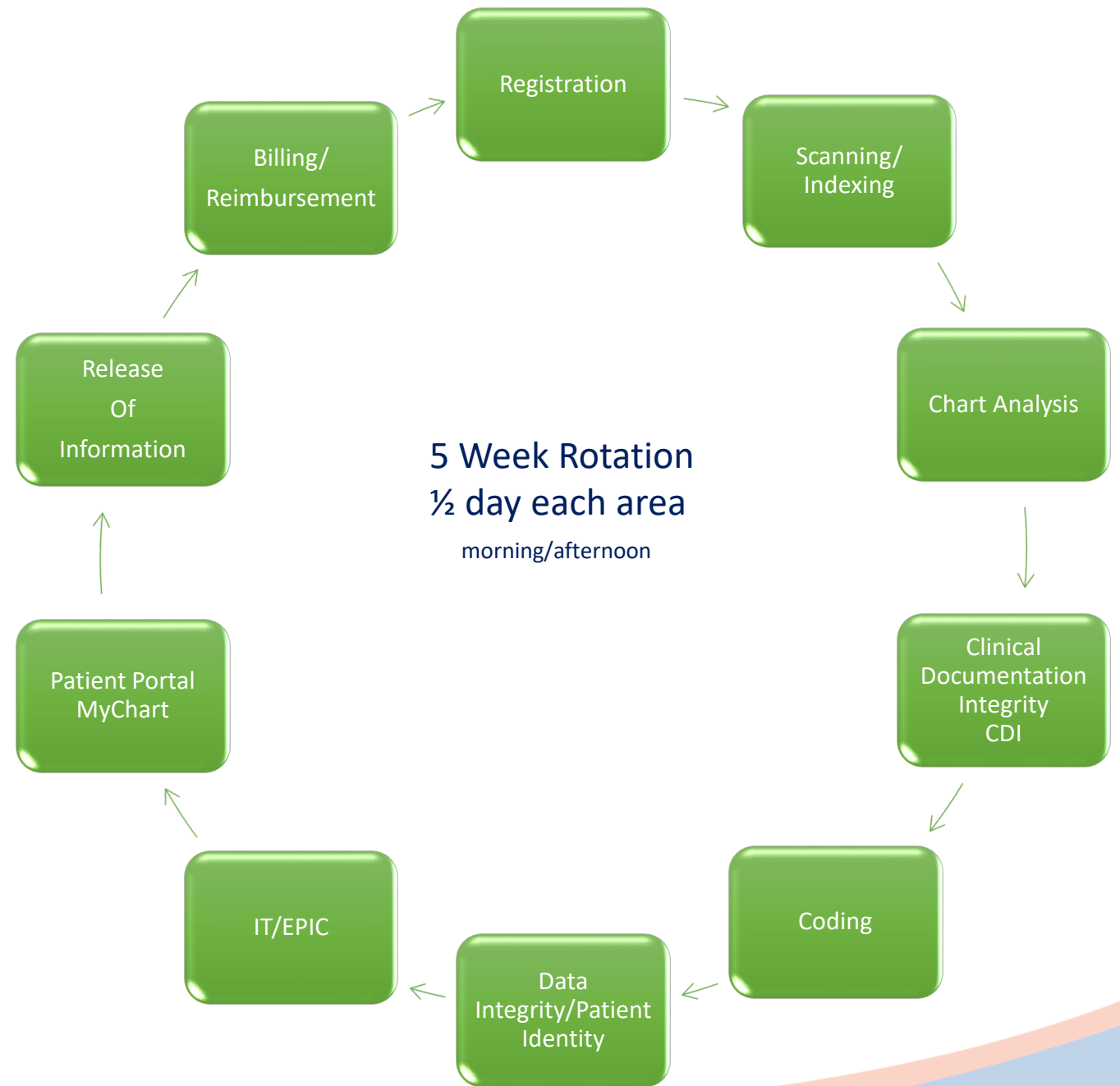
Clinical Experience Design

PART 1

- Five Week Revenue Cycle Rotation
 - 1 Day/week
 - 2 Areas/day
 - Morning/Afternoon
 - 1 student each area
 - 1:1 ratio staff/student

Part 1: Rotation Plan

Experiential Learning in
Revenue Cycle



Clinical Experience Design

PART 2

- Sixth Week – HIM Specialty
 - Student selection
 - 1 Day
 - All Day - or as available
 - 1 student
 - 1:1 ratio staff/student

Part 2: Student Selection Of HIM Specialty

Experiential Learning in
Revenue Cycle

| | | |
|--------------------------|------------------------------|-------------------------------|
| TUMOR/CANCER REGISTRY | CHARGE MASTER COORDINATOR | HIM SUPERVISOR OR DIRECTOR |
| EPIC | CONSULTING | PATIENT SAFETY OFFICER |
| QUALITY COORDINATOR | AUDITING | REVENUE CYCLE MANAGEMENT |
| RISK MANAGEMENT | COMPLIANCE OFFICER | PRIVACY OFFICER |
| TRAUMA REGISTRY | DATA ANALYST | EDUCATION |

Student Deliverables

First 5 Weeks: Rev Cycle Rotations

- Weekly written assignments
 - Summary of each department
 - Questionnaires provided
 - Department supervisors suggested questions
 - identify key takeaways and

6th Week: HIM Specialty

- Questionnaire by student
 - Summary of specialty

Post Site Visits

- Flow chart
 - Revenue Cycle Process
- Revenue Cycle Analysis
 - General
- Revenue Cycle Analysis
 - Site specific
 - Process improvement ideas
- PPE Reflection
 - Feedback/Improvements

Model Application

- Physician/Group Practice
- ASC
- LTC
- Home Health
- Hospice
- Others



QUESTIONS?



Thank You!

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