Front-End Revenue Cycle Assessment, Re-Design, & Implementation

ancore HEALTH

Goal:

To evaluate Green Multi-Specialty Group's (GMG) front-end revenue cycle management operations and drive standardization, accountability, and better financial performance.

Timeline: Assessment & re-design phase: 90 days
Implementation phase: 60 days.

Client: Green Multi-Specialty Group*

Setting: Not-For-Profit Healthcare System
Location: Southwest
# of Ambulatory Practices: 79+
# of Providers: 900+

Note: Green Multi-Specialty Group is a pseudonym.

Challenges:

- **Poor reputation of the centralized front-end revenue cycle** services

- **Inconsistent deployment of front-end revenue cycle resources** per practice

- Limited, **inconsistent KPIs and reporting** to measure and track performance

- **Differing reporting hierarchies** creating lack of consistency and accountability

Results:

- **Clear and consistent definition of** front-end revenue cycle management **roles**

- **Standardization of** front-end revenue cycle staff **reporting structure** and accountability

- Clearly **defined key metrics** and internal/external targets to measure performance

- Trackable financial opportunities through a **custom front-end revenue cycle dashboard**

1 Assessment

- Conduct stakeholder interviews

- Review GMG's front-end revenue cycle organizational structure and compare to best practice

2 Redesign

- Determine gaps to best practice and provide recommendations

- Analyze performance and existing reporting capabilities

3 Implementation

- Determine key metrics and performance targets

- Build custom dashboard

- Determine roll-out plan for organizational and reporting changes

Front-End Revenue Cycle Assessment, Re-Design, & Implementation Process

Ancore Health provided GMG with an evaluation to determine the current state, and define next steps to achieve best practice front-end revenue cycle organizational structure and functional roles. Ancore Health built a custom revenue cycle dashboard and developed a plan to implement all organizational and structural changes.

Assessment

Ancore Health assessed the front-end revenue cycle organizational structure and current financial performance through: (1) onsite interviews and clinic observations; (2) reviewing current policies, procedures, and organizational structures; and (3) analyzing front-end revenue cycle KPIs performance and reporting, including comparisons to internal and external benchmarks.

Re-Design

Based on the findings from the initial assessment, Ancore Health recommended de-centralizing the centralized front-end revenue cycle staff and creating a custom dashboard to track performance against internal and external benchmarks. Ancore Health developed a staffing model and prototype dashboard based on a twelve-month snapshot.

Implementation

In order to ensure limited disruption to day-to-day operations, Ancore Health worked with the project team, including representatives from HR, to craft a communication and roll-out plan for the organizational structure and reporting changes. Ancore Health and the project team agreed to a phased roll-out, clinic by clinic, over an eight-week period. Lastly, Ancore Health trained GMG's analytics team to implement the prototype dashboard into their normal reporting process.