

DELTA REGION COMMUNITY HEALTH SYSTEMS DEVELOPMENT (DRCHSD) PROGRAM

Revenue Cycle Management and Physician Practice Management (RCM / PPM) Assessment and Process Improvement

Project Purpose

The Revenue Cycle and Physician Practice Management (RCM/PPM) Assessment identifies opportunities for organizations to implement best practices that result in increased financial performance. The assessment evaluates areas that directly affect the operational and financial management of the organization, and impacts clinic operations, provider productivity and profitability. The project establishes base-line measures for key performance indicators (KPI) to support the organization with ongoing performance improvements to include benchmarking analysis where appropriate.

Work Plan and Timeline

Project Activities	Estimated Time
Join kick-off call	45 minutes
Submit Data Request via BKDConnect	1 week for staff to complete data request
Hold virtual interviews via Zoom or other platform with the consultants.	1-2 hours per executive and management team member
Review draft report and submit comments to consultant. Follow up call with consultant is optional.	2-5 hours for executive team to review report and submit comments to consultant.
Hold two-day report presentation and action planning sessions with consultant. Sessions may be virtual, onsite or hybrid of both.	2 full days for executive and key management team members listed in the agenda.
Finalized report and action plan submitted to the CEO. Report is final following action planning session.	N/A

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