



DELTA REGION COMMUNITY HEALTH SYSTEMS DEVELOPMENT (DRCHSD) PROGRAM

Revenue Cycle Management and Physician Practice Management (RCM / PPM) Workplan and Timeline

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Project Purpose

Revenue Cycle Management (RCM) assesses key areas of the hospital billing operations which directly affect the strategic, operational and financial management of the organization and outlines best practices and key performance indicators (KPI) for driving performance.

Physician Practice Management (PPM) provides leaders a strategy around physician alignment and helps providers to implement a unified process around affiliation activity. Assess physician affiliation and operations which affect organization’s profitability and includes practice financial benchmarking analysis and considers the design of the compensation plan.

Project Output

Provide leadership with a report and recommendations for performance improvements and guidance to implement best practices

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Hospital Work Plan and Timeline

Pre-planning and Data Request	Due/Onsite Dates	Estimated Time
Hospital to join a pre-planning call with consultant	Date, Year Time	30 – 45 minutes per executive team member
Hospital to submit Data Request to consultant	Date, Year	1 week for staff to complete data request
RCM/PPM Consultation		
Executive leadership and management team to hold virtual interviews with the consultant	Date, Year Time	2 full days: 1-2 hours per team member to complete interviews
Executive leadership to review draft RCM/PPM report and submit comments to consultant within two (2) weeks. The report is considered acceptable if feedback is not submitted to the consultant within 2 weeks of receipt of the report. Follow up call with consultant is optional.	Date, Year	2 – 5 hours for executive team to review report and submit comments to consultant
Hospital to host 2 day virtual or onsite RCM/PPM report presentation and action planning sessions with consultant. Board of directors (BOD) encouraged to join report presentation.	Date, Year Time	2 full days: 8 hours for each executive and management team member 2 hours for BOD
Finalized report, recommendations and action plan is submitted to the CEO within one (1) week of consultation. Report is final following action planning session.	Date, Year	N/A
Post-Project Review and DRCHSD Program Follow-up		
Hospital to hold Recommendation Adoption Progress (RAP) check-in call at 3-months post-project with DRCHSD Program	October 2021	1 hour for executive and management team members
Hospital to hold RAP check-in call at 12-months post-project	May 2022	1 hour for executive and management team members
Hospital to conduct FOA QI Reassessment with consultant in DRCHSD Program Year 3	October 2022 – February 2023	2 days: 6 hours for each executive and management team member on day 1, and 4 hours on day 2

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