

Hospital Revenue Cycle Management

Key Performance Indicators



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STEPS

1

Front

2

Middle

3

Back

1

Front

- Focuses on four key areas:
 - **Scheduling**
 - **Patient Access**
 - **Pre-Auth, Insurance Verification**
 - **Financial Counseling**

2

Middle

- Focuses on four key areas:
 - **Case Management**
 - **Charge Capture/
Clinical
Documentation**
 - **Charge Description
Master (CDM)**
 - **Health Information
Management**

3

Back

- Focuses on five key areas:
 - **Billing**
 - **Cashiering,
Refunds,
Adjustment Posting**
 - **3rd Party Guarantor
F/U**
 - **Customer Service**
 - **Collections**



Key Performance Indicator

KPI	KPI Day or Percentage	Hospital KPI Reported
Days from Discharge to Bill	3–5 Days	
Clean Claim Rate	95%	
Percent of POS Collections to Revenue	5% of Self Pay	
Rebill % of Total Primary Claims Billed	< 5%	
Registration Accuracy Rate	97%	
Registration Denials as % of Total Revenue	<3%	
Gross Days in A/R	40–50 Days	
Percent of Net Revenue Collected	100%	

Most Commonly Seen Hospital Denials

- **Timely Filing**
- **Authorization**
- **Eligibility/Registration**
- **Additional Documentation Request**
- **Contract Related**
- **Medical Necessity**



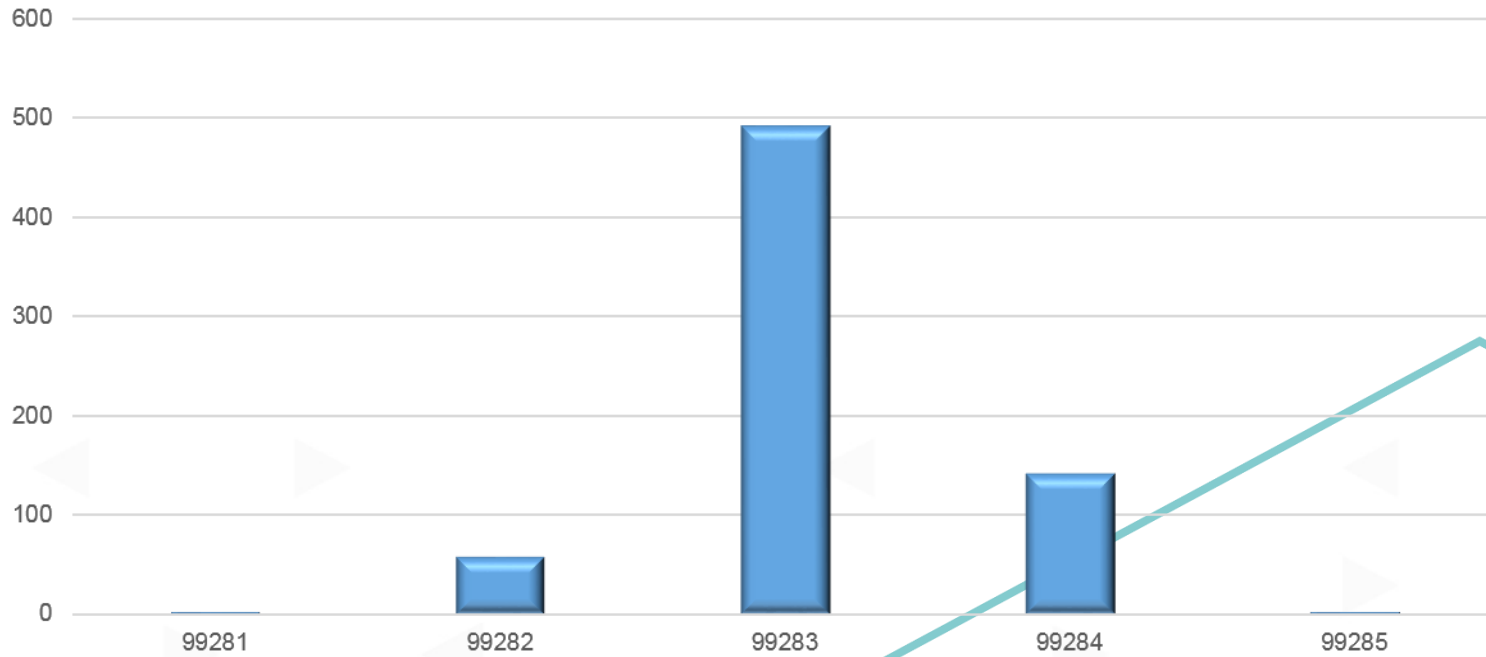
Where's the Low Hanging Fruit?

- **Updated, Well-Maintained CDM**
- **Outpatient Charge Capture – ER, Observation**
- **Denials Management**



Emergency Room Facility Distribution

ER Visit Distribution - Facility



Questions?

Thank you!