NATIONAL
RURAL HEALTH
RESOURCE CENTER

DELTA REGION COMMUNITY HEALTH SYSTEMS DEVELOPMENT PROGRAM

Revenue Cycle and Physician Practice Management (RCM/PPM)

Report Presentation and Action Planning Sessions

Agenda

Date	Time	Activity	Required Attendees
RCM Agenda			
Day 1	9:00 – 9:15	Welcome and Introductions	Executive leadership Business Office Manager HIM Manager Key Medical Records & Coding Staff Key Patient Access & Registration Staff Key Nursing Leaders Care Management Team Key Clinical Department Leaders
	9:15 – 10:30	RCM Report Presentation	
	10:30 – 10:45	Break	
	10:45 – 11:00	Action Plan Template and Process	
	11:00 – 12:00	Prioritize Top Recommendations Value & Effort Matrix (next page)	
	12:00 – 12:30	Lunch	
	12:30 – 2:00	RCM Action Planning	
	2:00 – 2:15	Break	
	2:15 – 3:15	RCM Action Planning Continued	
	3:15 – 3:30	Project Management Gantt Chart	
	3:30 – 3:45	Closing Discussion and Polling	
PPM Agenda			
Day 2	9:00 – 9:15	Introductions and Review	Executive leadership **Physician Practice Director** **Clinic Manager(s)** Business Office Manager HIM Manager Key Medical Records & Coding Staff Key Patient Access & Registration Staff Key Nursing Leaders Care Management Team Key Clinical Department Leaders
	9:15 – 10:30	PPM Report Presentation	
	10:30 – 10:45	Break	
	10:45– 11:00	Action Plan Template and Process	
	11:00 – 12:00	Prioritize Top Recommendations Value & Effort Matrix (next page)	
	12:00 – 12:30	Lunch	
	12:30 – 2:00	PPM Action Planning	
	2:00 – 2:15	Break	
	2:15 – 3:15	PPM Action Planning Continued	
	3:15 – 3:30	Project Management Gantt Chart	
	3:30 – 3:45	Closing Discussion and Polling	

VALUE AND EFFORT MATRIX

Use to Rank Prioritized Recommendations and Evaluate Project Timelines in the Gantt Chart

Impact: The value the initiatives (i.e. projects or action items) would have for the organization, if completed	**High**	***Quick Wins - Go For It*** Initiatives that produce a high impact for low effort.	***Transformational - Plan For It*** Initiatives that require planning and high effort for execution.
	Low	***Low Hanging Fruit - Complete It*** Initiatives that produce a positive impact with minimum effort to successfully complete it.	***Hard Slogs - Evaluate It*** Initiatives that require high effort that result in a low impact, but have to be done to provide service.
		Low	**High**
		Effort: The time and resources needed to complete the initiative	

Quick Wins - Go For It!: What projects can you target immediately to over the next 3 months that provides you 'quick wins'? Then target these action items first and 'go for it'.

Low Hanging Fruit - Complete It!: What are low hanging fruit that you can complete in the short-term, over the next 6 - 9 months? What projects can be completed to position the organization for next steps? Then complete it!

Transformational - Plan For It!: What are the action items that require a larger effort to plan and could take 12 – 15 months to complete, but produce big impact? What are the action items that position for the organization for the future? Then plan for it – these action items help the organization to be to transform with industry changes. Examples: implementing new technology across multiple departments, initiating participation in an ACO and developing a new service.

Hard Slogs - Evaluate It!: All others that require high effort, but produce low impact should be evaluated and planned for the future as they are hard slogs. Examples: revamping processes to comply with regulatory changes or automating lo manual processes.