



## DELTA REGION COMMUNITY HEALTH SYSTEMS DEVELOPMENT (DRCHSD) PROGRAM

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

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#### Project Purpose

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

#### Project Output

A report with best practice recommendations and action plan is provided to leadership. Coaching is provided to the team through an action planning session to enhance implementation of recommendations that result in improved reimbursement, increased operational efficiencies and reduced losses where possible.

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## Work Plan and Timeline

Kick-off Call and Data Request	Due/Consultation Dates	Estimated Time
Join kick-off call	Wednesday, September 22, 2021 @ 12pm CST	45 minutes
Submit Data Request via BKDConnect	Due 5 weeks <b>prior</b> to interview date	1 week for staff to complete data request
<b>RCM PPM Consultation</b>		
Hold virtual interviews via Zoom or other platform with the consultants.	TBS October or November 2021	1-2 hours per executive and management team member
Review draft report and submit comments to consultant. Follow up call with consultant is optional.	Due 2 weeks <b>from</b> receipt of report. <i>Report is considered acceptable if feedback is not submitted to the consultant within two (2) weeks of receipt of the report.</i>	2 – 5 hours for executive team to review report and submit comments to consultant.
Hold two (2) day report presentation and action planning sessions with consultant. Sessions may be virtual, onsite or hybrid of both.	TBS 8-10 weeks <b>post</b> interviews	2 full days from 9:00 am – 3:45 pm each day for executive and key management team members listed in the agenda. Board of directors encouraged to join report presentation.
Finalized report and action plan submitted to the CEO.	One (1) week <b>after</b> report presentation and action planning sessions	Report is final following action planning session
<b>RCM PPM Reassessment In Year 3</b>		
Hold RCM PPM Reassessment to update report and action plan	TBS January – March 2023	2 four-hour sessions: one four-hour block for each report

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