



Assessing Productivity and Establishing Benchmarks in the Revenue Cycle

Improvement and change are difficult to incorporate into the daily operations management of the revenue cycle. Factors such as decreases in reimbursement, endless changes to billing regulations, demands by managed care organizations and increases in the uninsured population constantly hinder the efficiencies of normal workflows. Blue has long demonstrated improved operational results by assisting with establishing productivity standards and benchmarks in the revenue cycle.

Blue can assist with establishing hospital specific benchmarks utilizing top performing best practices and national or regional key indicators. Areas that Blue can assist the Hospital with establishing productivity goals and benchmarks are:

- Scheduling and Pre-Registration
- Insurance Verification
- Financial Counseling
- Health Information Management
- Charge Entry
- Claim Submission
- Accounts Receivable
- Cash Management
- Denials and Underpayments
- Collection Agency Performance

Establishing goals and rewarding performance are proven dynamics for increasing productivity.

For more information, please contact:

Trudy Struck, Senior Manager - Healthcare Group
317.713.7947 | tstruck@blueandco.com