

Revenue Cycle Improvement Task Force

Background

The Revenue Cycle Improvement (RCI) Task Force is the result of the aggregation of all revenue cycle-related activities and/or workstreams by the volunteer community of the Medical Banking Project. The Financial Systems (FS) task force is an established workstream by the volunteer community of HIMSS.

The RCI workstream is, therefore, a rolling-up of existing activities, as well as a new entity moving forward to add value to HIMSS MBProject and the HIMSS community at large.

HIMSS has a history as being a technology-centric organization. However, ongoing changes in healthcare are making technology and finance come to be even more interdependent than ever, and as such, HIMSS is moving to attract more finance-centric participants in the Revenue Cycle workstream effort. As such, this task force is not only designed to continue the advancement of financial systems technologies but also to explore areas of finance and financial management of healthcare providers, and how those areas can even more aggressively leverage technology.

This is to serve as a working document to develop the RCI Workstream Mission, Goals, and Initiatives to be resolved by September 30, 2010.

Organizational Structure

Chair: Tyson McDowell, CEO Benchmark Revenue Management

Co-Char: Lee Remen, Healthware Systems

DRI Leader: Scott Krah, VP, Banking Relationships, Ingenix/CareMedic

Committee Members: <To Be Listed>

Mission

The Revenue Cycle Improvement (RCI) Task Force identifies and defines systemic issues and emerging business models and practices in banking and financial systems, including the convergence of these systems, that offer wide scale improvements to healthcare business office operations if resolved.

This task force's purpose is to provide resources and best practices to healthcare providers for leveraging technology with Revenue Cycle Management and the life cycle of the patient encounter and identify and promote emerging best practices for hospital provider CFOs and CEOs. Topics for inclusion include best practices, impact of real time processing, metric performance measures, identification of emerging business practices and identification of new cross-domain synergies that can improve Revenue Cycle such as Medical Banking.

Overarching Strategic Values

- a. To educate provider C-suite to the critical paths for advancing their Revenue Cycle to meet “tomorrow’s world”
- b. To facilitate mutual understanding between Hospital CIOs and CFOs on Revenue Cycle requirements
- c. To make obvious the path that Banks should take in participating in the Revenue Cycle Improvement marketplace by development broad product roadmaps and go-to-market strategies
- d. To educate provider C-suite, service personnel and sales-forces on medical banking domain knowledge
- e. To bring transparency to Revenue Cycle by reconciling the Revenue Cycle business needs and definition with the capabilities of Revenue Cycle software
- f. To identify optimal hospital Revenue Cycle model for creditworthiness

2010-2011 Task Force Deliverables

1. The Dispute Resolution Initiative (DRI) tool implementation and maintenance
2. ICD10/5010 Revenue Cycle Impact Analysis
3. ICD10/5010 Executive Playbook
4. SWIFT network pilot facilitation

Order of Business

Conference Calls Administration

The Task Force meets once per month based on a pre determined schedule of calls. HIMSS provides a conference call number and WebEx information administered by HIMSS staff. Based on the Task Force’s work assignments and project timelines, there may be additional calls as needed. HIMSS staff will provide support with distribution of a recurring Outlook meeting invite distributed at the beginning of the year, call reminder emails one day prior to the scheduled call with agenda and pertinent documents, roll call during each call and preparation and distribution of call summary notes.

Responsibility of Task Force Members

Volunteers agreeing to participate on Task Forces have the responsibility for active participation in the calls and active involvement leading to the development of the group's identified deliverables. This is a working Task Force. The focus of the Task Force is a collaborative team effort to create a work product that will be of value-add to the healthcare industry as a whole while laying aside individual and organizational promotional efforts and sales. This collaborative effort will strive to balance the interest of the HIMSS membership community in the final work product.

It is the responsibility of the volunteer to notify the HIMSS staff liaison if at any time they can no longer fulfill the responsibilities of a Task Force membership. We understand changes do occur in the work life that may impact the time available for volunteer work.

Responsibility of the Task Force Chairs

The Task Force Chair is responsible for the overall success of the Task Force. Specific responsibilities include identification of call agendas and facilitation of the working conference calls. The Chair is responsible for leading the Task Force in identification of the project plan, work deliverables and associated time lines. During the working year, the Chair is responsible for providing leadership and guidance of the Task Force to ensure successful completion of the final work product in the context of the HIMSS strategic goals and objectives.

Task Force Work Product and Tools

The Task Force will initially identify a detailed project scope, plan and corresponding timeline for completion of deliverables by throughout the year. This project plan will be used by the group to manage and monitor the work effort and progress. HIMSS staff will support updating this project plan. The Task Force project work scope may lend itself to being divided into work phases with corresponding deliverables for each phase.

The Task Force's final deliverables will be made available to HIMSS membership and posted on the HIMSS website for easy access by all interested parties.

HIMSS will provide the Task Force members tools to facilitate their work effort that includes access to a designated SharePoint site and a listserv as requested.

HIMSS Staff Responsibilities

HIMSS staff responsibilities focus on the support of the Task Force work efforts in concert with the Task Force Chair. These responsibilities include:

- Conference call, WebEx and SharePoint support
- Documentation and distribution of call agendas and call summary notes
- Maintenance of the project plan during the year's working effort
- Provision of reasonable oversight, guidance and support as required with the work effort