

## Time for What Matters: Optimizing Resources and Time in Your Revenue Cycle

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GREATER HEARTLAND HFMA SUMMER CONFERENCE  
JULY 26<sup>TH</sup>, 2024



# Agenda

Time for What Matters:  
Optimizing Resources and Time in Your  
Revenue Cycle Management

1

**Discussion – Where do we spend our time?**

2

**What's important? Where should we spend our time?**

3

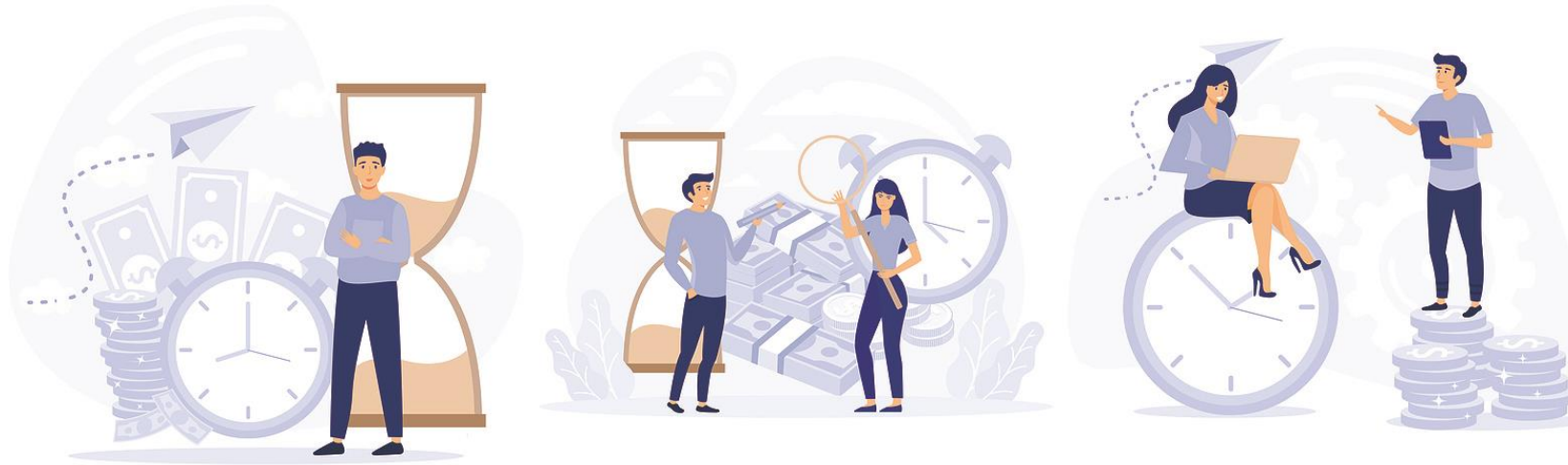
**Taking control of our time to do what matters most**

4

**Get your team excited about RCM again!**

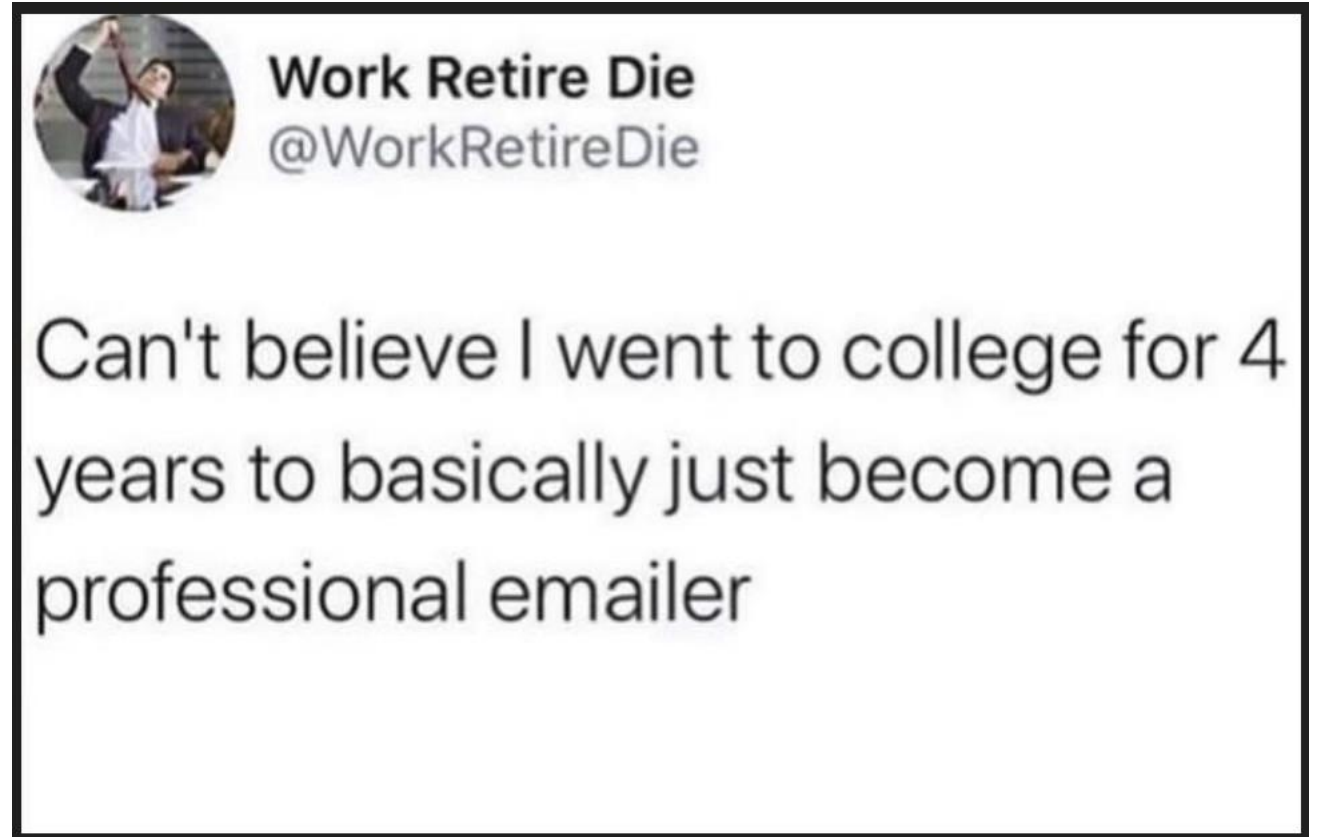
# Discussion

## Where do we spend our time?



# Time Study – Major Tasks

Emails	65%
Meetings	25%
1:1's/Employee	4%
Reporting/Analysis	2%
Other	4%



# Discussion

## Where SHOULD we spend our time?



# Where should we spend our time?



## Problem Solving

- Improve efficiency
- Remove bottlenecks
- Inter-department communication
- Backlog management
- Denial issue resolution



## Staff Development

- 1:1's
- Stand-ups
- Team building
- Training and education
- Audit feedback
- Goal setting



## Process Improvement

- Effective workflow to eliminate touches
- Systems review
- Departmental collaboration
- Automation



## Reports and Analysis

- A/R KPI Scorecard
- Denials Management
- Payer Scorecards
- Resolution rates
- Auditing
- High dollar review

## Discussion

What do we LOVE to spend our time on?



Where to  
start?





# Control Email



- Schedule specific times to do emails
- Turn off all notifications
- Keep inbox clean – one and done
- Use tasks or calendar to block time if email requires time
- Delete, delete, delete
- Create rules to reduce emails to inbox (Email Review)
- Reduce CC'ing and reply to all
- Keep them short – 5 sentence rule
- Use teams to stop the back and forth
- **Email Free Fridays!!!!**

# Meeting Management

- Normalize 20-minute meetings
- Define objectives and outcomes
- Agenda and discussion points
- Research assignments and tasks sent ahead of time
- Minimum necessary participants
- Action items and follow up
- **No meeting Mondays!!!!**



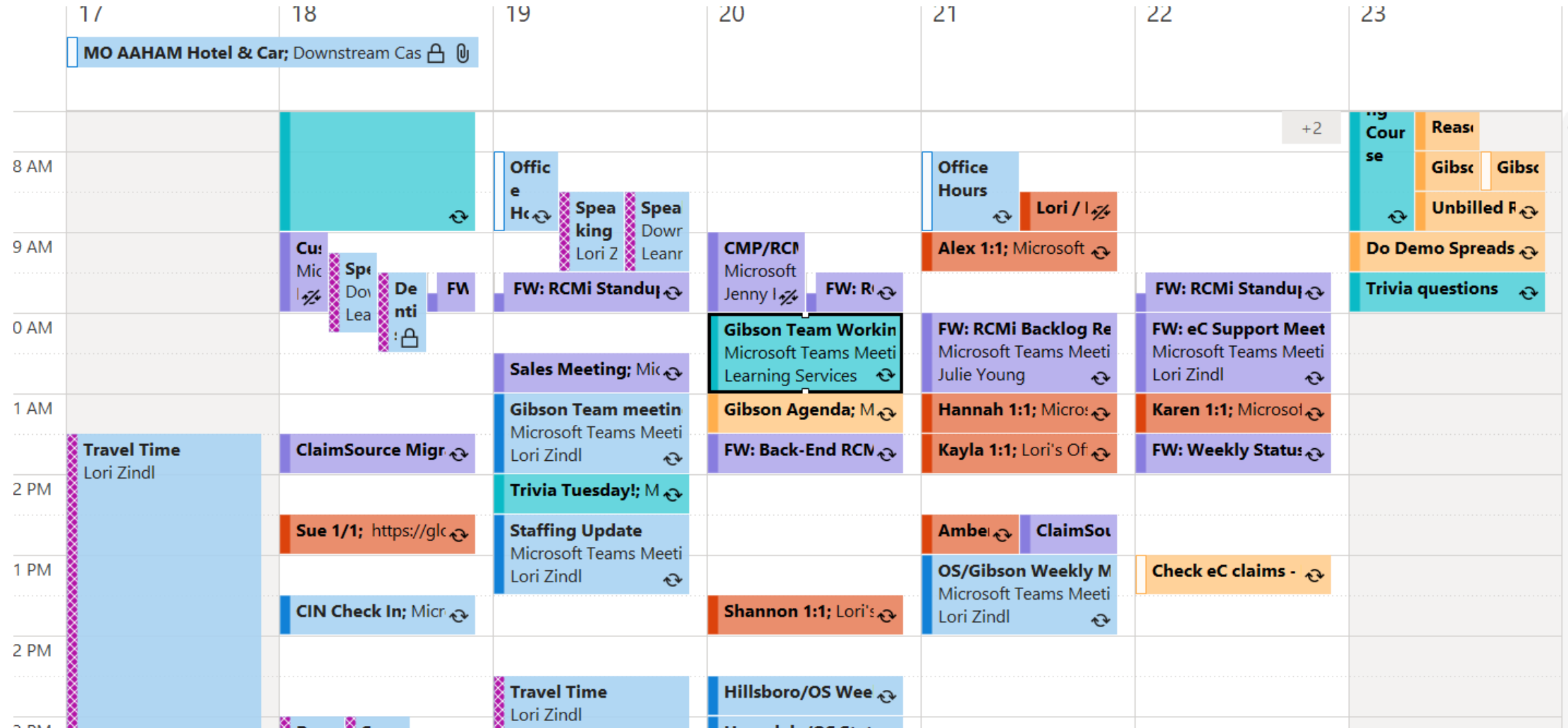
You put your time where your  
priority is.

— *Sebastian Faulks* —

# Manage Your Calendar

- Block off first 30 minutes of day and lunch time
- Schedule email review times
- Avoid back-to-backs, or leave meetings early
- Decline meetings or accept tentatively
- Set up focused work time
- Schedule office hours for your team
- Use color coding to balance priorities
- **Time for what you love!!!!**

# Balance your activities



# Conclusion

Time for What Matters:  
Optimizing Resources and Time in Your  
Revenue Cycle Management

1

**Re-focus your energy on things that make a difference to your organization**

2

**Spend time with people – not on emails**

3

**Take control of your day and work on what is MOST important**

4

**Do more of what you love!**

# Thank you!

Don't hesitate to reach out to our presenter with follow up questions or if you'd like to learn more about OS inc.'s services.

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# Questions - Thoughts

