



CORE Conference Agenda

August 7- 9, 2019



| Time | Topic | Category | Room | Presenter | Session Description |
|---------------------------|--|----------|--|--|---|
| WEDNESDAY, AUGUST 7, 2019 | | | | | |
| 12:30-2:00 | Welcome and Conference Opening | ALL | Ballroom | The CORE Board | Welcome, Conference Agenda, Host Site Overview, Introduction of Participating Organizations |
| 2:00-2:15 | Break | | | | Snacks will be provided |
| 2:15-3:15 | Robotic Process Automation / Artificial Intelligence / Machine Learning: What are Folks Doing? | ALL | Ballroom | PJ Hussey, Director of Continuous Improvement (UCSD) | Who would have thought that the same technology that has led to self-driving cars could have a bearing on our clinical revenue cycles! Some industry experts have referred to "bots", artificial intelligence and machine learning as "game changers". Session leader PJ Hussey will provide an overview of what's happening in the marketplace and lead a discussion of what he and his UC colleagues are doing. Come prepared to listen, learn and share your experiences! |
| 2:15-3:15 | Best Practices in Managing Patient Responsibility | ALL | Arizona Room | Scott Williams, Associate Vice President (Duke) | An interactive session to share and discuss best practices in managing the increasing amount of patient responsibility, including results from a recent survey of providers: previsit estimates, POS collections, paperless billing/web portal, payment plans, charity care, uninsured/OON patients, segmented/focused collection strategies, discounting, etc. |
| 3:15-3:30 | Break | | | | |
| 3:30-5:00 | Best Practice Team Session | ALL | HB (Ballroom), PB (Wyoming), Pt. Acc. (Arizona), Rev. int. (Idaho), SBO (Cheyenne) | Karen Wilson (University of Utah), Kim Pacheco (University of Utah), Antonio Fonseca (Stanford), Angie Labadie (UCI), Terri Meier (UCSD) | We will split up attendees by Best Practice Teams (HB, PB, Patient Access, Revenue Integrity, SBO) |
| 5:30-7:30 | Networking Reception hosted by Craneware - Little America Hotel | | | | |
| THURSDAY, AUGUST 8, 2019 | | | | | |
| 7:30-8:30 | Breakfast | ALL | | | |
| 8:30-9:00 | Thursday Opening + Best Practice Overview | ALL | Ballroom | Cliff Skinner, Vice President of Revenue Cycle (UCSF) | |
| 9:00 - 10:15 | Turning Data into Information that Impacts Clinical Operations | ALL | Ballroom | Dr. Howard Weeks (University of Utah) | Dr. Weeks, an engaging triple boarded clinician and the University of Utah Health's Medical Group's associate medical informatics officer, will discuss use of analytics to improve operations and clinical workflows. Dr. Weeks has been very active in improving the delivery of health care and brings his extensive Epic knowledge to the audience. His discussion will dive into complex systems, data integrity, and differing results. The presentation will discuss utilization of clinical documentation data for revenue cycle analytics. |

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| 10:15-10:30 | Break | | | | Snacks will be provided |
| 10:30-11:30 | Using a Tech-Enabled Revenue Cycle to Optimize Performance | ALL | Ballroom | Ed Berenblum, <i>Managing Director</i> , Julia Dashuta, <i>Sr. Manager</i> , Benjamin Snow, <i>Sr. Manager</i> , & Adam Price, <i>Manager</i> (Deloitte) | Discuss the characteristics, capabilities and applicability of robotic process automation (RPA), cognitive automation, predictive analytics and artificial intelligence (AI) technologies to optimize the revenue cycle. |
| 11:30-12:30 | Lunch | | | | |
| 12:30-1:30 | Solid Onboarding Improves Satisfaction and Retention | ALL | Wyoming Room | Shannon Lingwall & Kim Lopez (University of Utah Health) | Our onboarding program grounds individuals with a firm foundation of purpose where tasks become more meaningful and boost results, thus positively impacting the patient experience and our financial outcomes! We show an overall look at the revenue cycle along with introducing a unified customer service definition with a personalized approach to provide unexpected customer service to all we come in contact with. It's a training experience where discussions become actions and internal camaraderie is developed. |
| 12:30-1:30 | Farm to Tableau: Analytics to Order | PB | Ballroom | Carl Field, <i>Business Analyst</i> , Susan Simon, <i>Director of Patient Financial Services</i> , Katherine Pabillon, <i>Manager of PB Revenue Integrity</i> , Libbey Buckley, <i>Manager of Patient Accounts</i> (University of Washington) | Tableau was the missing ingredient in UW Physicians (UWP) management of PB revenue cycle operations. With an emphasis on analytical flexibility, data transparency and ease of use, UWP utilized Tableau to find new helpful insights into their Epic data. The insightful dashboards were created through a close collaboration between operational leadership and an embedded business analyst and were critical to achieving their objectives of continuous process improvement. This session focuses on PB claims, denials, and self-pay follow up but these concepts can be used with HB, SBO, and Access areas as well. |
| 12:30-1:30 | Referral Management: Consistency and Accountability of the Patient Experience | Pt. Access | Arizona Room | Kory Termine (UT Southwest) | This session describes the journey of the Referral Management Initiative at UTSW to create a consistent patient experience through behavioral expectations, transparency in reporting of 5 key metrics, and increased revenue through increased schedule conversion rates. |
| 1:30-1:40 | Break | | | | |
| 1:40-2:40 | Documentation Request Workflow Management | PB | Wyoming Room | Lisa Holt & Ed Brass, <i>AR Supervisor</i> (University of Utah Health) | Review of University of Utah Healthcare process for managing documentation requests, team organization, and work-flow process. |
| 1:40-2:40 | Centralized Radiology Scheduling Improvement | Pt. Access | Arizona Room | Kimberly Huffman, <i>Director Patient Access Services</i> & La Donna Post (UT Southwestern) | Learn how UTSW improved timeliness of access to scheduled radiology exams by over 100% in 1 year through expanded use of Epic functionality combined with cross-functional operational innovation. |

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| 1:40-2:40 | Registration Eligibility Denial Success | Pt. Access / PB | Ballroom | Stacy Lapuaho & Melanie Martin (University of Utah) | This presentation will touch on creative strategies University of Utah deployed to combat common registration denials such as incorrect RTE responses and front end errors. Focusing on registration improvements not only decreased denials, but improved department collaboration, quality and overall performance. |
| 2:40-2:50 | Break | | | | Snacks will be provided |
| 2:50-3:50 | Maximizing Metadata to Guide the Revenue Cycle | Pt. Access | Ballroom | Joe Quass, <i>Business Manager</i> (Stanford Health Care) | This session will highlight the development and utilization of SAP Edge, and other key data sets, to optimally manage front-end revenue cycle operations and minimize impacts downstream. |
| 2:50-3:50 | VFO / Coverage Management Panel | HB / PB | Arizona Room | Stanford, UCHealth, UT Southwestern | Panel discussion focusing on lessons learned, tips and tricks when transitioning to visit based filing order. The discussion will include: changes to guarantor account structure, retro adjudication implications, external ADT management, training and end user security. |
| 2:50-3:50 | MyChart Functionality | ALL | Wyoming Room | Hyrum Rocha, Celeste Hill & Brittany Peterson (University of Utah) | Presentation will touch on: - Online Scheduling - How our organization went live with the functionality - eCheck-in - How we went live and functionality used/not used - Payments & Price Estimates - MyChart price estimates and best practices |
| 3:50-4:00 | Break | | | | |
| 4:00-5:00 | Elevating Your Team's Effectiveness Through Trust | ALL | Ballroom | Leena Rinne, <i>VP of Consulting</i> (Franklin Covey) | Learn why trust is important and how you can build it on your teams to create the highest levels of effectiveness. Explore four ways to impact your own credibility, and understand behaviors that build and restore trust in very practical ways. |
| 6:00-8:00 | Networking Reception hosted by Prominence- Under Current Bar, 270 South 300 East, Salt Lake City, UT 84111 | | | | |
| FRIDAY, AUGUST 9, 2019 | | | | | |
| 7:30-8:30 | Breakfast | | | | |
| 8:30-9:30 | Administrative Discussion-Feedback and Upcoming Events | ALL | Ballroom | The CORE Board | Your CORE Board wants to hear your feedback, thoughts and ideas regarding this conference, future conferences, conference locations as well as other things CORE could be doing to help membership. |
| 9:30-10:30 | Updates from the Farm: New Epic Revenue Cycle Features & Programs | ALL | Ballroom | Bill Kohls (Epic Revenue Cycle Implementation) | Hear from the Epic team about "can't miss" revenue cycle enhancements in the current release and on the horizon. Get Epic's perspective on "cool" but less-frequently-used existing functions that everyone should be taking advantage of at their organization. |
| 10:30-10:45 | Break | | | | |
| 10:45-11:30 | Continued: Update from the Farm | ALL | Ballroom | Bill Kohls (Epic Revenue Cycle Implementation) | Epic presentation continued + Q&A |
| 11:30 | Adjourn | ALL | | | |

If you are interested in speaking at an upcoming CORE Conference to share your knowledge and ideas then take a few minutes to click on the CORE Presentation Proposal Form located on the CORE website (coreusersgroup.org). Our member presentations are what make CORE so valuable and successful. We look forward to hearing from you.