



CORE - Collaboration of Revenue Cycle Epic Users

@Stanford Hospital

Wednesday, February 11th - Friday, February 13th, 2015



Stanford
HEALTH CARE
STANFORD MEDICINE

Date	Meeting Time	Topic	Category	Room	Speaker/Moderator	Notes	Session Description
WEDNESDAY, February 11th, 2015							
2/11/15	1:00-1:20	Welcome and Conference Agenda	ALL	Room A,B,C			
2/11/15	1:30-3:00	Pricing Transparency	HB/PB	Room A,B	Matt Navigato , Director Enterprise Revenue Cycle, OHSU		Let's talk about price transparency and highlight how we (hospitals & physicians) can share reliable information on healthcare prices with consumers. Let's brainstorm on how this plays into other relevant information, such as quality and safety, with the idea that price information will help consumers make more informed healthcare decisions.
2/11/15	1:30-3:00	Denial Management	HB/PB/Patient Access		TBD		Two organizations will share how they currently manage denials within Epic and beyond. We will share denial analysis, rule building, and follow up structure. We hope to have a very interactive session where others will join in the discussion so that we can all benefit from the various ways we manage denials.
2/11/15	3:00-3:15	Break					
2/11/15	3:15-4:45	Revenue Cycle and Beyond...	HB/PB/Patient Access	Room A,B	TBD		How can we think beyond the work we do today? What are the things that are coming down the road for which we need to prepare? This session will use the collective knowledge, insights and innovative thinking of CORE attendees to expand our thinking about where revenue cycle is headed.
2/11/15	3:15-4:45	Put SUPER Back in Training	HB/PB/Patient Access	Room C	Janet Miranda , Senior Training Specialty, Cedars Sinai Health System		This session we will share information on how your organization is creating and maintaining a dynamic training program. We will discuss: * how organizations incorporate system functionality with workflow in the training process. * different options that are available to train end users - Is classroom training always the best way to go? * the benefits of investing in Super Users and how to keep them motivated.
THURSDAY, February 12th, 2015							
2/12/15	7:30-8:30	Breakfast					
2/12/15	8:30-9:00	Introduction of Participating Organizations	ALL	Room A,B,C	Cliff Skinner , Director of MGBS (UCSF)		
2/12/15	9:00-10:00	Stanford Keynote	ALL	Room A,B,C	Amir Dan Rubin , President & CEO Stanford Health Care		
2/12/15	10:00-10:15	Break					
2/12/15	10:15-11:30	Open Discussion and Idea Exchange	ALL	Room A,B,C	Karen Wilson , Executive Director of University Medical Billing (UTAH) Gil Radtke , Administrative Director, Patient Financial Services & UHA Revenue Cycle (Stanford Hospital & Clinics)		
2/12/15	11:30-12:30	Lunch (optional lunchtime sessions TBD)					



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THURSDAY, February 12th, 2015	12:30-1:30	Referral and Authorization Work Queue Optimization	Patient Access	Room A	Jonathan Meyers, Patient Access Applications Manager-Clinical Systems, UCSF Medical Center Laurel Bray-Hanin, Director of Operations, UCSF Helen Diller Family Comprehensive Cancer Center	Available remotely via WEBEX	Review UCSF's referral and authorization workflow evolution from legacy systems, to Epic go live, to Epic optimization. Learn how we leveraged Epic tools to enhance patient and staff experience, and to improve revenue cycle performance.
2/12/15	12:30-1:30	Kaizens Pay Off	HB/PB/Patient Access	Room B	Becky Elmore, Quality Improvement Analyst, OHSU/UMG		This presentation will demonstrate how implementing Lean principles maximizes value to our customers by identifying and eliminating wastes in our day to day revenue cycle processes. Utilizing Kaizen events to bring together employees from various departments, we have been able to examine problems, propose solutions and implement changes.
2/12/15	12:30-1:30	Physician Charge Capture	PB	Room C	Brent Townsend, Director Front End Revenue Cycle, UT Southwestern Medical Center		Provide an overview of what is required to successfully implement physician charge capture, review UTSW physician charge capture volumes by service line, recommend area(s) to start with, review a cost comparison with pediatric abstracting of neonatal care, review the provider education/ on-boarding process and discuss lessons learned.
2/12/15	1:30-1:45	Break					
2/12/15	1:45-2:45	Epic Price Estimate 1 year after implementation	Patient Access	Room C	Katie Harwood, Revenue Cycle Support Services Manager Financial Counseling and Huntsman Access, University of Utah Healthcare Hospitals and Clinics		University of Utah Healthcare has been live using the Epic price estimate tool since December 2013. We will share what we learned through our first year of utilization and the next phase of our project- to be more transparent and to create a patient friendly experience.
THURSDAY, February 12th, 2015	1:45-2:45	Improving Cash Collections in the World of increasing Self Pay Accounts Receivable - Self Pay Segmentation and Vendor Management Strategies	HB/PB	Room A	Rena Cardenas - Manager Patient Financial Experience MultiCare	Available remotely via WEBEX	Are you facing increasing Self Pay AR due to higher patient liabilities? MultiCare shares how they assessed their need for a Self Pay analytic tool to assist in self pay segmentation and vendor management. Topics include segmentation strategies, vendor management using internal data, presumptive charity, and in-sourcing/out-sourcing decisions that minimize fees and maximize yield.
2/12/15	1:45-2:45	Managing Revenue Cycle Costs	HB/PB	Room B	Sharon Tateoka, University of Utah Kelly Kloeckler, AVP Faculty Practice and Financial Services TBD		As payments to providers continue to decrease, it is important for organization to manage the cost of billing. Three organizations will present on how they have been able to achieve cost saving by: 1. Combining coding resource for hospital and professional 2. Outsourcing revenue cycle functions and working from home 3. Centralizing departmental billing functions
2/12/15	2:45-3:00	Break					
2/12/15	3:00-4:00	Transforming your Opportunities into Improved Functionality	HB/PB	Room C	Patricia Holt, Associate Director, PFS, Group Health Cooperative Mary Petkovits, Systems Manager, Group Health Cooperative		Learn how the combined forces of Group Health's Delivery System Business Services and the Epic Revenue IT team work together from issue identification to system enhancement to meet the organization's goals. Small changes that can make a big difference to your revenue cycle.
2/12/15	3:00-4:00	Single Bill Office-Making a successful transition to Single Bill Office	HB/PB	Room B	TBD		Are you considering a transition to Single Bill Office (SBO)? Are you unsure of the steps you will need to take to get there? Come listen to two organizations that have made a successful transition to SBO. Hear their process for engaging staff, combining policies, and other hot topics when making this transition .
THURSDAY, February 12th, 2015	3:00-4:00	MyChart	HB/PB/Patient Access	Room A	TBD	Available remotely via WEBEX	See how other organizations are using MyChart to schedule and learn how to use MyChart to improve overall revenue cycle with E statements and payments as well as Patient Access.



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2/12/15	4:00-4:15	Break					
THURSDAY, February 12th, 2015	4:15-5:15	Revenue Cycle Efficiencies	HB/PB/Patient Access	Room A, B, C	<p>Alex Keresztes, Research and Development Lead, Resolute Hospital Billing, Epic</p> <p>Mike Lonergan, Epic Revenue Cycle Implementation, Epic</p> <p>Nithin Sathyamoorthy, Research and Development Lead, Prelude Enterprise Registration, Epic</p>		Epic will review functionality that you can leverage today to increase efficiency in your revenue cycle. This session will focus on features available in the 2014 release across HB, PB, and Registration.
2/12/15	5:15-6:30	Reception					
FRIDAY, February 13th, 2015							
2/13/15	7:30-8:30	Breakfast					
2/13/15	8:30-9:30	What Keeps Revenue Cycle Executives Awake at Night	ALL	Room A, B, C	TBD		We are continuing our series on 'what keeps us up at night' as it relates to revenue cycle. Come to this session to hear three (3) Revenue Cycle Directors describe their current operational issues, up-coming new opportunities/technologies and their long term vision in revenue cycle. A question and answer session will follow the panel discussion so bring your questions.
2/13/15	9:30-9:45	Break					
2/13/15	9:45-11:00	Revenue Cycle 2015 and Beyond	ALL	Room A, B, C	<p>Alex Keresztes, Epic</p> <p>Mike Lonergan, Epic</p> <p>Nithin Sathyamoorthy, Epic</p>		Epic will share the key enhancements for revenue cycle in the 2015 release.
2/13/15	11:00-11:30	Epic Q&A	ALL	Room A, B, C	<p>Alex Keresztes, Epic</p> <p>Mike Lonergan, Epic</p> <p>Nithin Sathyamoorthy, Epic</p>		Open Q&A discussion including feedback to Epic regarding improvements or enhancement ideas.
2/13/15	11:30-11:35	Mini Break					
2/13/15	11:35-12:05	Administrative Discussion- Feedback and Upcoming Events		Room A, B, C			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.
2/13/15	12:05:00 PM	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 link and complete the PDF located on the CORE website <http://www.coreusersgroup.org/>
Our member presentations is what makes CORE so valuable and successful. We look forward to hearing from you!