Patient Financial Services Experience Improvement

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**Project Background**

The Patient Financial Services (PFS) Dept. has a high Call Abandonment Rate (19%), which yields a low quality patient experience.

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**Project Goal**

To decrease the Call Abandonment Rate in the Patient Financial Services Dept. from 19% to less than or equal to 5% by October 29, 2017.

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**Baseline Data**

- **Laney P Chart for PFS Calls Abandoned Summary Report**
- Process appears to be in statistical control.

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**Proposed Solutions**

- Revise Budget Plan Policy
- Revise Prompt Pay Discount for Balance After Insurance Policy
- Change the PFS hours of operation to align the call volume with an adequate supply of PFS Reps
- Initiate a new noon lunch break for all PFS Reps

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**Implemented Changes & Control Plan**

- Revise Budget Plan & Prompt Pay Discount Policies
- Change the PFS hours of operation
- Initiate a new noon lunch break for all PFS Reps
- Monitor the Call Abandonment Rate
- Track the number of actual reps on the phone
- For FY18, cost avoidance of $163,200

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**Sustainability**

- Create a pre-service counselling team that will explain to patients their benefits and financial responsibility
- Improve the following:
  - Insurance verification process
  - Patient online portal performance

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**Current State**

- **Laney Chart of PFS Call Abandonment Rate 12/1/15-12/31/16**
- Sigma Level (Current) = 2.51
- Average Call Abandonment Rate = 4.7%
- Process appears to be in statistical control.

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**Results**

- **Laney P Chart for PFS Call Abandonment Rate**
- Before: Proportion _P=0.1560_, UCL=0.3086, LCL=0.0034
- After: Proportion _P=0.0469_, UCL=0.1038, LCL=0
- Sigma Level (After) = 3.18
- Tests are performed with unequal sample sizes.

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