



REMOTE WORKFORCE PLANNING AND LESSONS LEARNED

Agenda

- This webinar session is an interactive discussion with various healthcare provider roles and organizations sharing remote workforce planning strategies and lessons learned during the pandemic.
- The conversation will be guided by FL AAHAM member survey responses from 35 respondents.
- All attendees will be muted, please enter any questions in the 'Chat' function of the Zoom Meeting. You will be able to place your questions within 'Chat' during each slide Q&A.

Introductions



Moderator:

- Claire Lester, PFS Audit Supervisor, BayCare Health System



Panelists:

- Karen Kennedy, Regional Director for Revenue Cycle at Cleveland Clinic Florida
- Melissa Moncrief, Manager of Patient Financial Services for Baptist Health Jacksonville
- Tammy Brisbane, Revenue Cycle Manager, Baptist Health Jacksonville



What is important for you to learn and/or seek resources from this webinar?

1. Tracking & Monitoring Productivity
2. Time Management & How to verify hours employee worked
3. IT solutions, productivity and communication tools
4. Getting ideas from the various presenters, best practices & success stories
5. How to keep staff focused, motivated and deliver positive feedback to remote workers
6. How to maintain a personal connection with the remote workers
7. How others planned, adjusted and are still handling remote work and home life balance
8. Learn when/ if others will return to business offices
9. How other organizations deal with the printing of and mailed of MR that cannot be uploaded on payer websites.
10. Know new changes as they relate to the pandemic as well keeping steady with the needed technology to work efficiently
11. The positive and negative impact providers have experienced with remote workforce and if they will be allowing workers (%) to continue remote working after pandemic.
12. Informed Medical Decisions

What departments/roles within your healthcare organization are now remote due to the pandemic?

1. PFS / Business Office
2. Charity Processors
3. Verification, Follow-up, Billing, Payment Posting
4. Registration and Finance
5. IT, Finance, Rev Cycle, Audit & Compliance
6. Contract/Denial & Refund Staff, Billing & Follow-up Staff, Cashiers
7. Case Management
8. Call Center and Billing
9. HIM, Referrals, Care Coordinators
10. Billing, Collections, Cash Posting, Recovery, AR

Will your staff remain remote beyond the pandemic as part of your business/operations structure?

- No = 5 Respondents
- Yes = 10 Respondents
- Not Sure = 19 Respondents
- No Response = 1 Respondent

What staff are you transitioning back onsite?

- Not Sure Yet = 13 Respondents
- No = 10 Respondents
- Yes = 12 Respondents
 - Essential Support Staff
 - PFS Cashiers
 - Call Center and Billing
 - HR Dept.
 - Leads, Supervisors, Management, Directors, Mailroom, some AR Billing staff to print claims
 - Insurance Collectors

What is the biggest challenge you experienced with transitioning your staff to a remote workforce?

1. Technology – Hardware/Software to support remote workforce
2. HIPAA / Security for Remote Workforce / Secure Connectivity
3. Remote Set-up / Workspace at Home
4. Bandwidth of IT Support / IT Personnel
5. Employee Engagement & Communications
6. Creating a Team Culture
7. Productivity Measurement & Validating Work Completion
8. New Hire Training
9. Increased Errors
10. Appeals & Refund Paperwork

How are you ensuring your staff are remaining or increasing their performance?

1. Challenged with accomplishing tracking performance
2. Adjusting schedules to accommodate their needs at home, communication, and assessments
3. Microsoft Team Reports - Oversight of productivity, maintaining continuous contact through Teams
4. Monthly 1:1's
5. Production Reports Twice a Week
6. Daily Productivity Logs, KPI Reports
7. EPIC Productivity Reports, Account Note Reports from Diver & Daily Phone Reports
8. Zoom & Skype Meetings

Did you have to install any new software to achieve and track performance metrics?

- No = 27 Respondents
- Yes = 3 Respondents
- No Response = 5 Respondents

What technologies/software did you install to support your Remote Workforce?

- Unknown / Not sure = 20 Respondents
- None = 5 Respondents (one seeking recommendations)
- Technology Installed = 10 Respondents
 - Microsoft Teams
 - Citrix
 - VPN
 - Merakis
 - CAG, Jabber

Q&A

You have

Questions

We have

Answers



What is the Florida Sunshine Chapter AAHAM?

Florida Sunshine Chapter AAHAM is a networking group of Healthcare Revenue Cycle Management professionals throughout Florida. **Florida Sunshine Chapter's mission is to provide education, certification, networking, career guidance and opportunities and advocacy for all healthcare revenue cycle professionals.**

AAHAM is dedicated to giving you the inside intelligence you need to thrive professionally. As a member, you have access to information on critical topics like education and advocacy in the areas of reimbursement, admitting and registration, data management, medical records, patient relations and so much more.

For more information on benefits and to join online, visit www.floridaaaham.com

Interested in joining FL AAHAM? Email us at membership@floridaaaham.com

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