



# Revenue Cycle Solutions

## Capture. Manage. Collect.

### Challenges

Healthcare organizations face pressure from financial markets and internal constituents to maximize revenue and reduce investment in accounts receivable, while minimizing administrative costs. Maximizing revenues must be done with an ethically scrutinizing eye that is cognizant of regulatory standards.

### Approach

Successful Revenue Cycle projects adopt a people, process and technology-oriented approach.

- Phase I Assessment
  - Understand the core business processes while recognizing that these processes may cross administrative, financial and clinical boundaries.
- Phase II Planning and Design
  - Ensure that Revenue Cycle initiatives are aligned with the organization's strategic objectives and are fully supported by the leadership team.
- Phase III Implementation
  - Identify and implement quick wins and prioritize longer-term opportunities. The scope of Revenue Cycle initiatives can be small and targeted or large and all-encompassing. Understanding organizational needs, resource capacity and expected return will help to determine the appropriate scope of these initiatives.

### Offering

Blum Shapiro Consulting offers clients customized Revenue Cycle solutions. To each client, we bring our core competencies of healthcare industry expertise, specialized clinical and financial knowledge, proven project and change management methodologies and a track record of operational success.

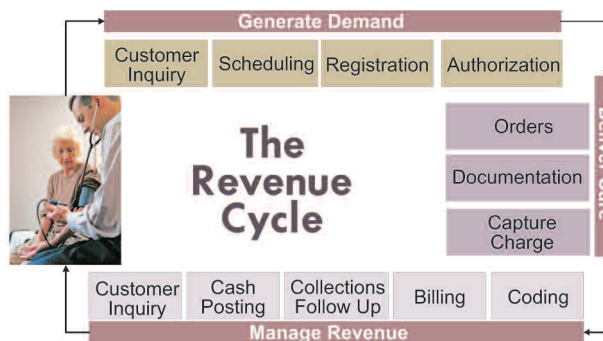
### Business Need

Core business processes that span clinical, administrative and financial boundaries must be bridged in order to maximize revenue cycle efficiencies. The revenue cycle and quality are interrelated and should begin and end with the patient.

### Solution

A process-oriented approach is necessary in order to improve the quality and efficiency of the Revenue Cycle. The diagram below shows our view of the Revenue Cycle. The major processes include:

- Generate Demand
  - the processes related to bringing patient volume into the organization
- Deliver Care
  - the processes related to the delivery and documentation of care
- Manage Revenue
  - the processes related to capture, management and collection of Patient Service revenue



### Benefits

By leveraging the right solutions which address the core elements of the revenue cycle, organizations can look to achieve the following improvements:

- Reduced cost and operational inefficiencies
- Improved financial performance and quality indicators
- Improved revenue cycle performance metrics
- Increased patient satisfaction

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