



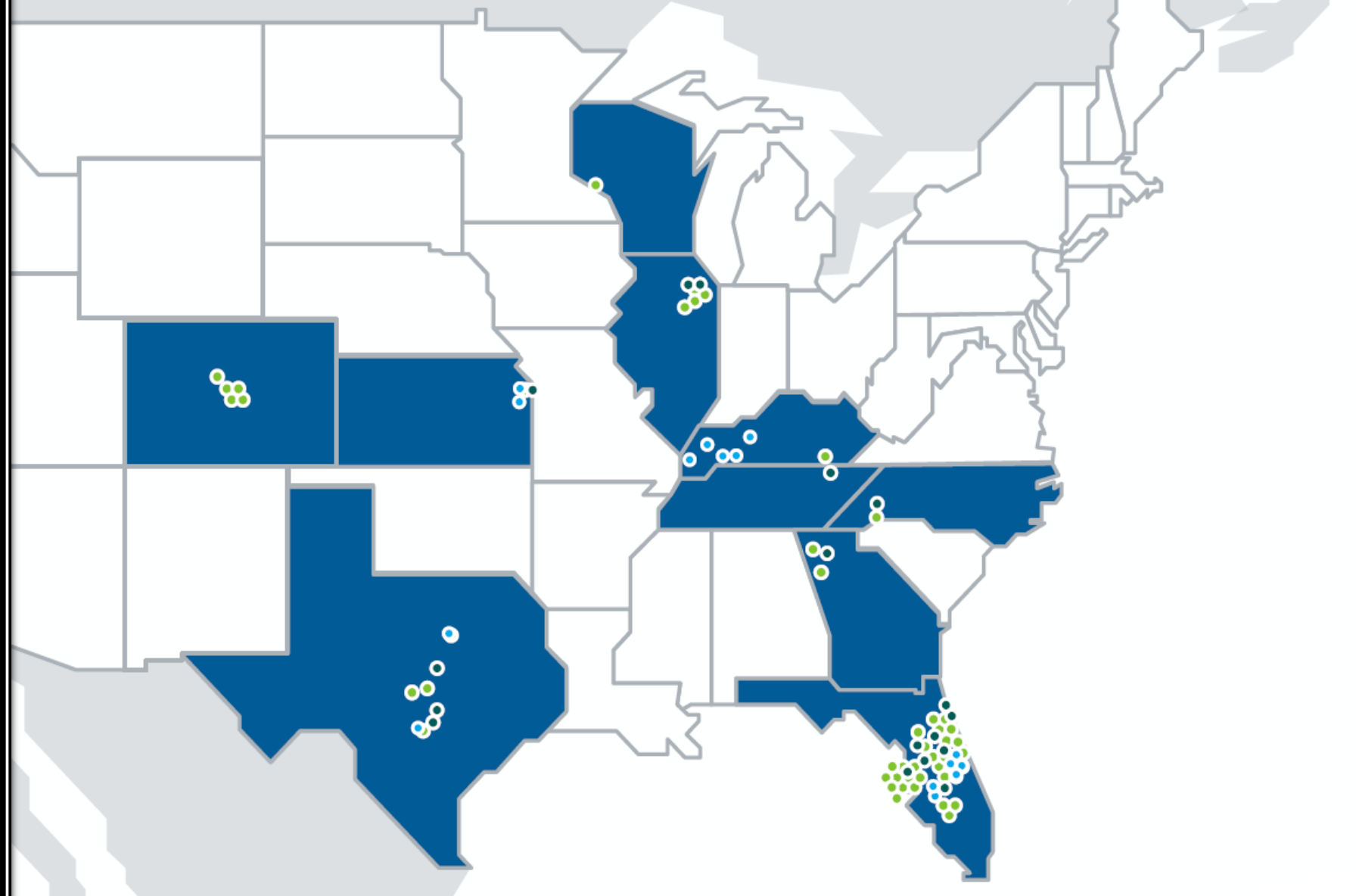
# Clinical and IT Integration Into the Revenue Cycle

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# Objectives

- Define the Revenue Cycle
- Review Clinician Integration
- Outline Clinically Aligned Revenue Cycle Objectives
  - Technology, Clinical and Financial
- Implementation
- Benefits

# AdventHealth Overview



**1973**

AdventHealth was established

**47**

● Hospital campuses operated in nine states

**80,000**

Employees and physicians

**5 million +**

Patients served annually

**11**

● Skilled nursing facilities

**20**

● Home health and hospice agencies

# What is the Revenue Cycle?



"All **administrative *and* clinical functions** that contribute to the capture, management, and collection of patient service revenue."

The Healthcare Financial Management Association (HFMA)

In other words: The ***entire life of a patient account*** from creation to payment.

# The Cycle

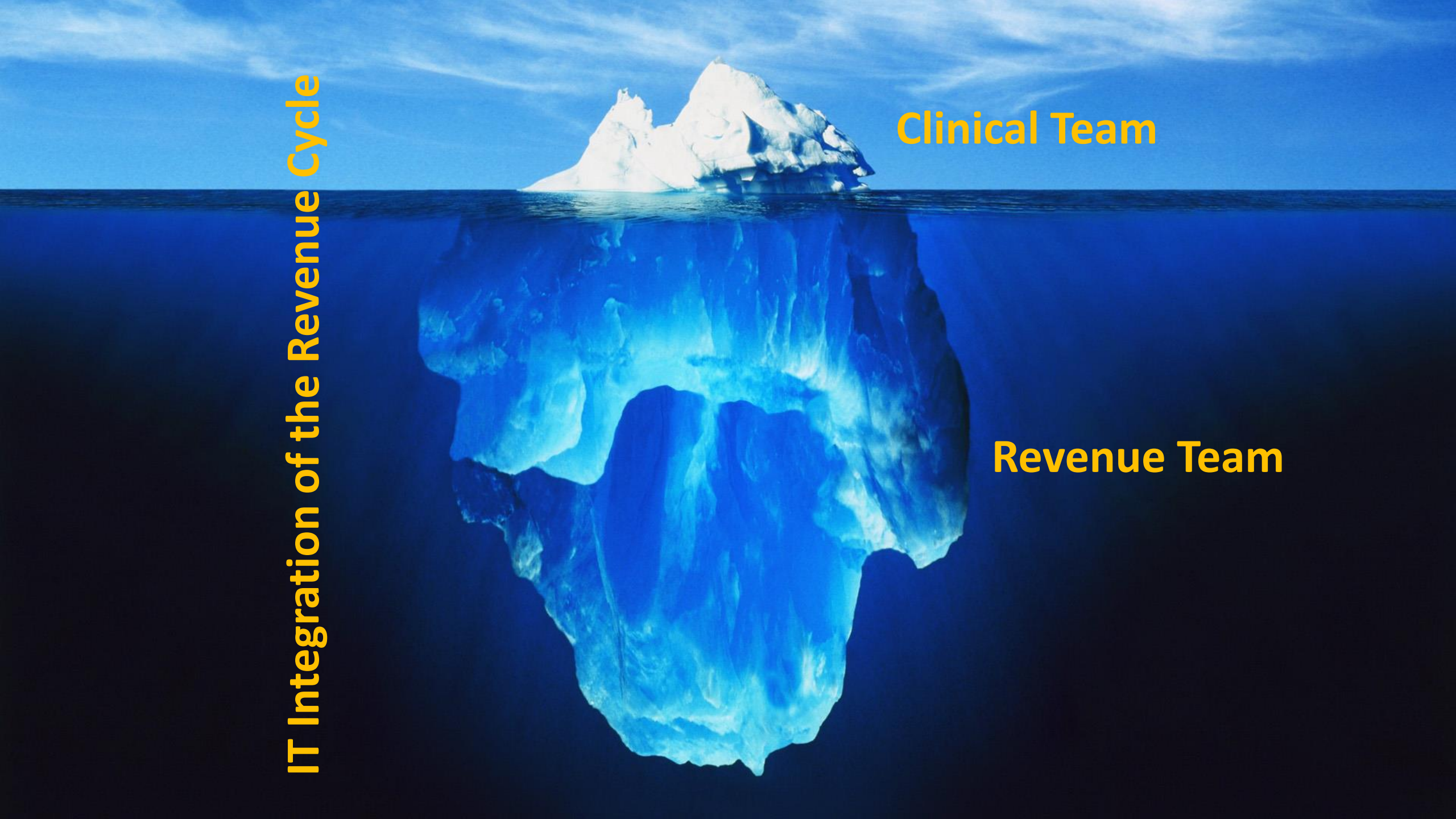




**IT Integration of the Revenue Cycle**

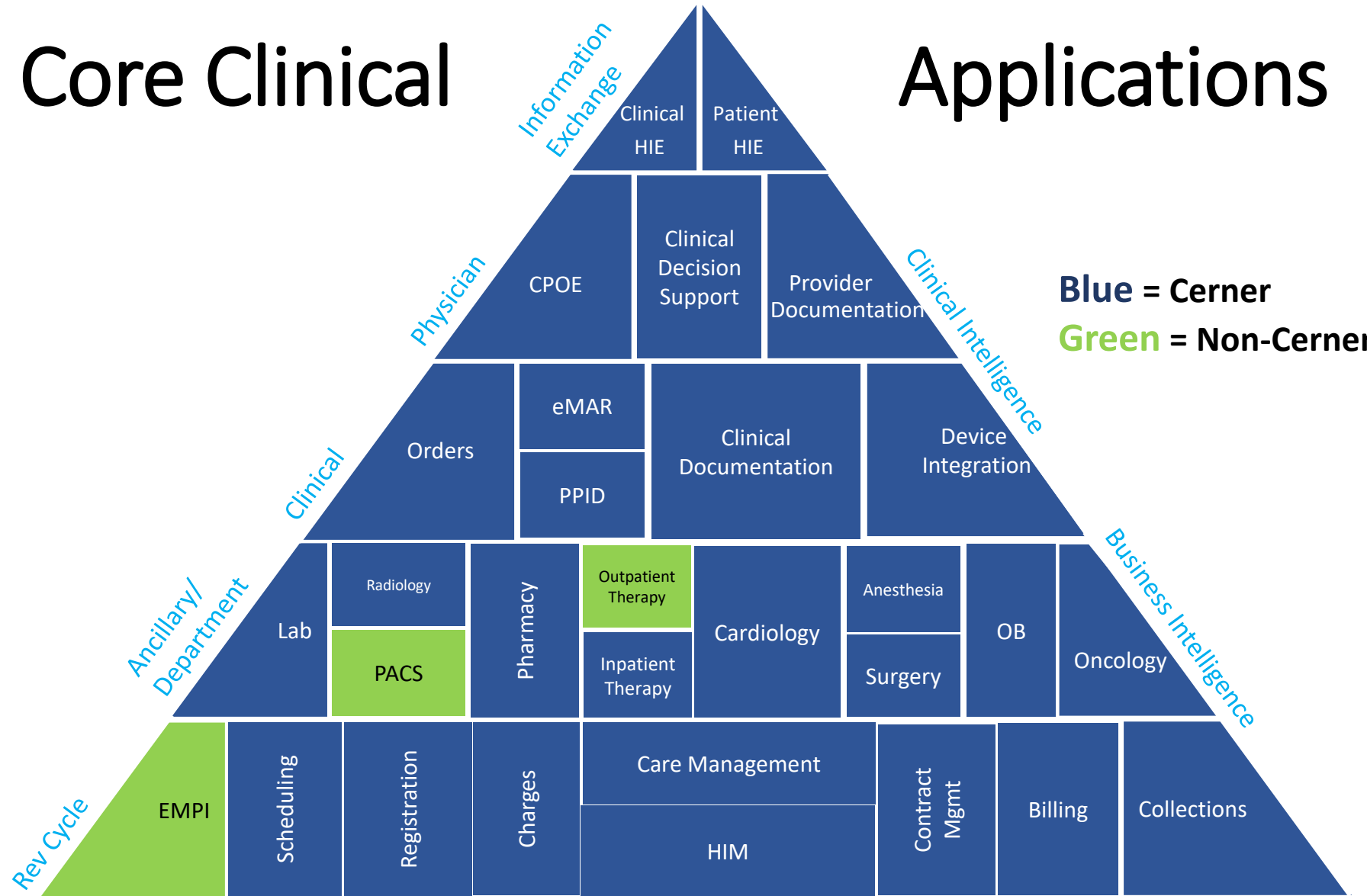
**Clinical Team**

**Revenue Team**



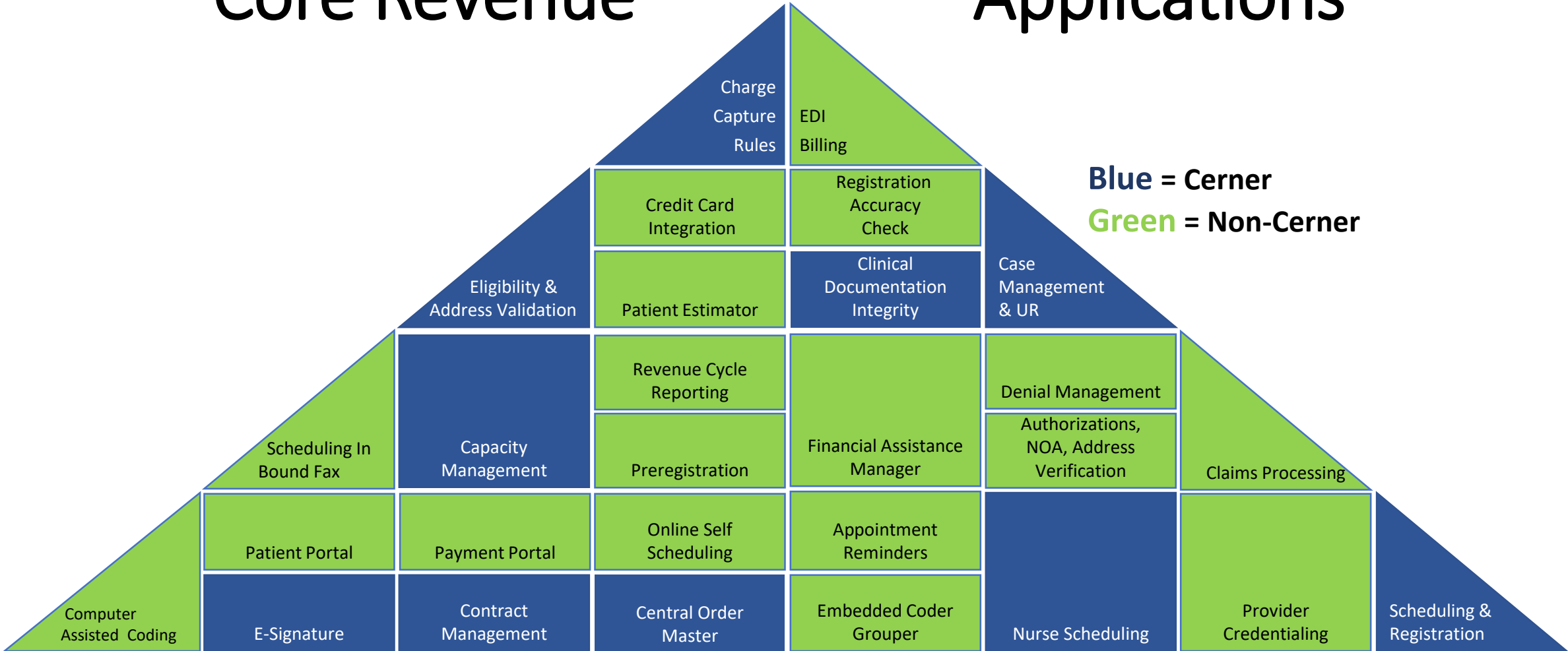
# Core Clinical

# Applications



# Core Revenue

# Applications





# Clinically Aligned Revenue Cycle



**Patient  
Care**

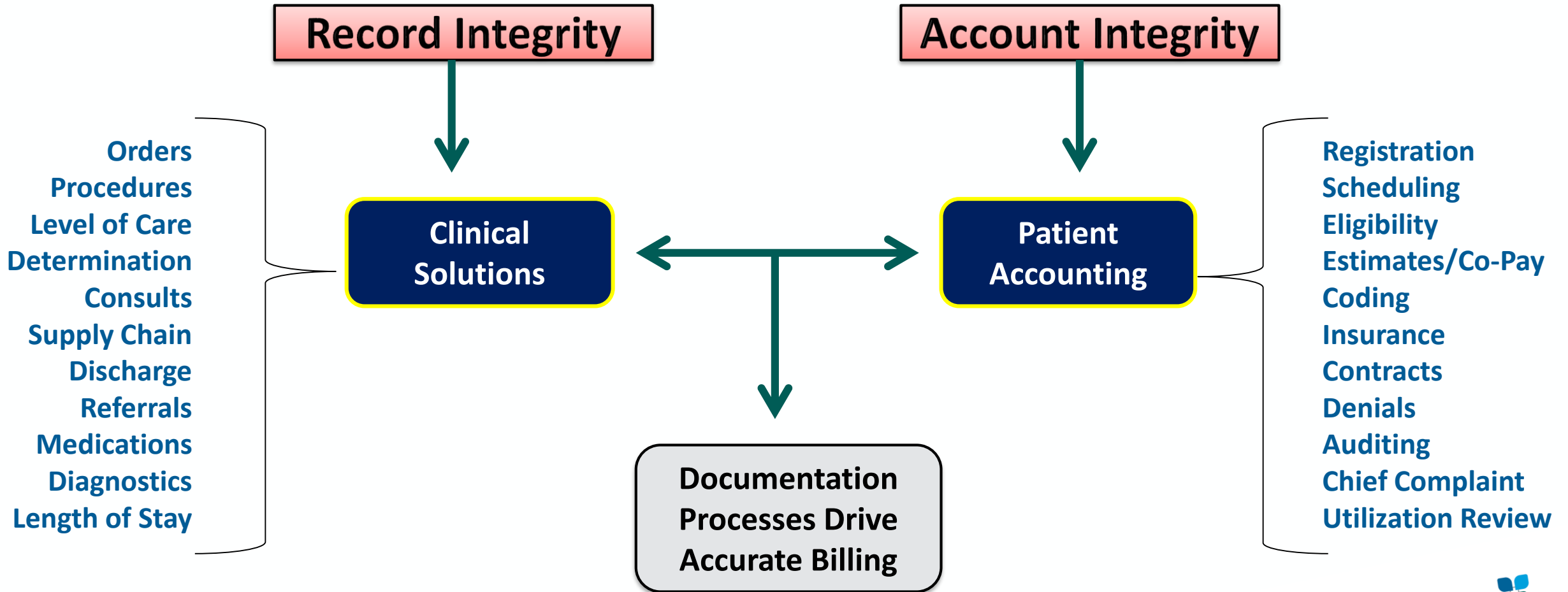


***Accurate  
Documentation  
of Care***



**Accurate  
Patient  
Bill**

# Clinically Aligned Revenue Cycle



# Objectives: Clinical, Finance, IT

## 1. Variability Reduction

- Consistent Replicated Processes
- Avoidance of Back End Fixes

## 2. Clean Defendable Claims

- Paid What We Are Owed
- Charging (only) For What We Did
- Ensuring We Get the Full Payment

## 3. System Integration

- Clinical/Revenue/3<sup>rd</sup> Party Systems
- Patient Understanding of Account
- Managing Denials



# Implementation

- Clinical Workflow integration with Revenue Cycle
- Answer the Rev Cycle questions now/at documentation time
- Create work items that are sent for incomplete documentation (auditing)
- Education Cycle
- Cooperation between operations and IT for complete system and workflow integration
- Reviewing expense **and** R&U reports in a timely fashion



# Benefits

- Documentation aligned with Clinical and Business Objectives
- Reduced time and touches
- Improved Patient Care
- Improved Compliance



# Questions

*Extending  
the healing ministry of  
Christ*