

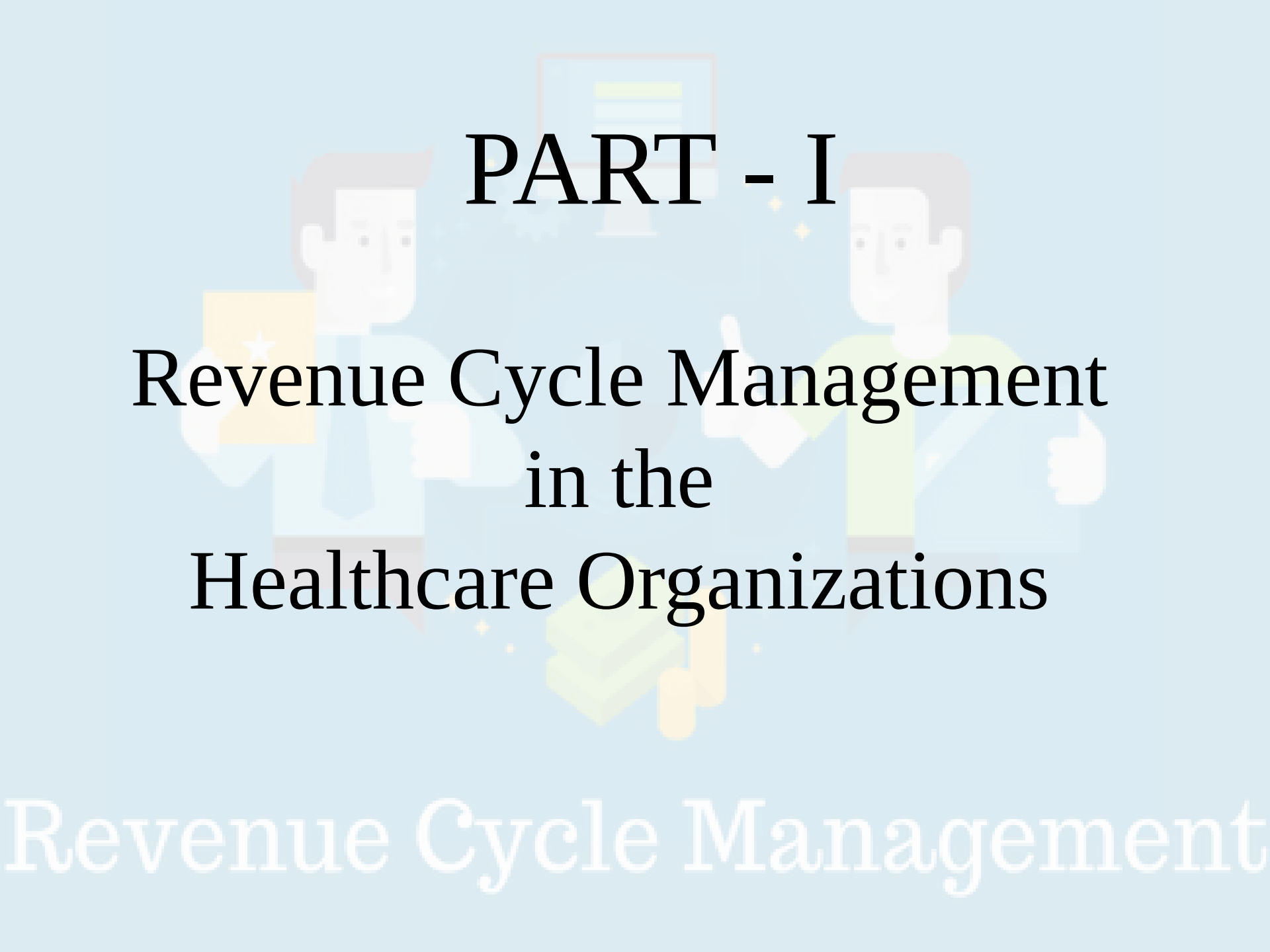
Summer Training Report

- Part-1 Research Project : Revenue Cycle Management in Healthcare Organizations
- Part-2 Online Course : COVID-19 Contact Tracing

By

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PART - I

Revenue Cycle Management in the Healthcare Organizations

Revenue Cycle Management

INTRODUCTION

Revenue Cycle Management (RCM)

The Revenue Cycle Management process begins when a Patient schedules an appointment and it ends when the healthcare provider has accepted all payments.

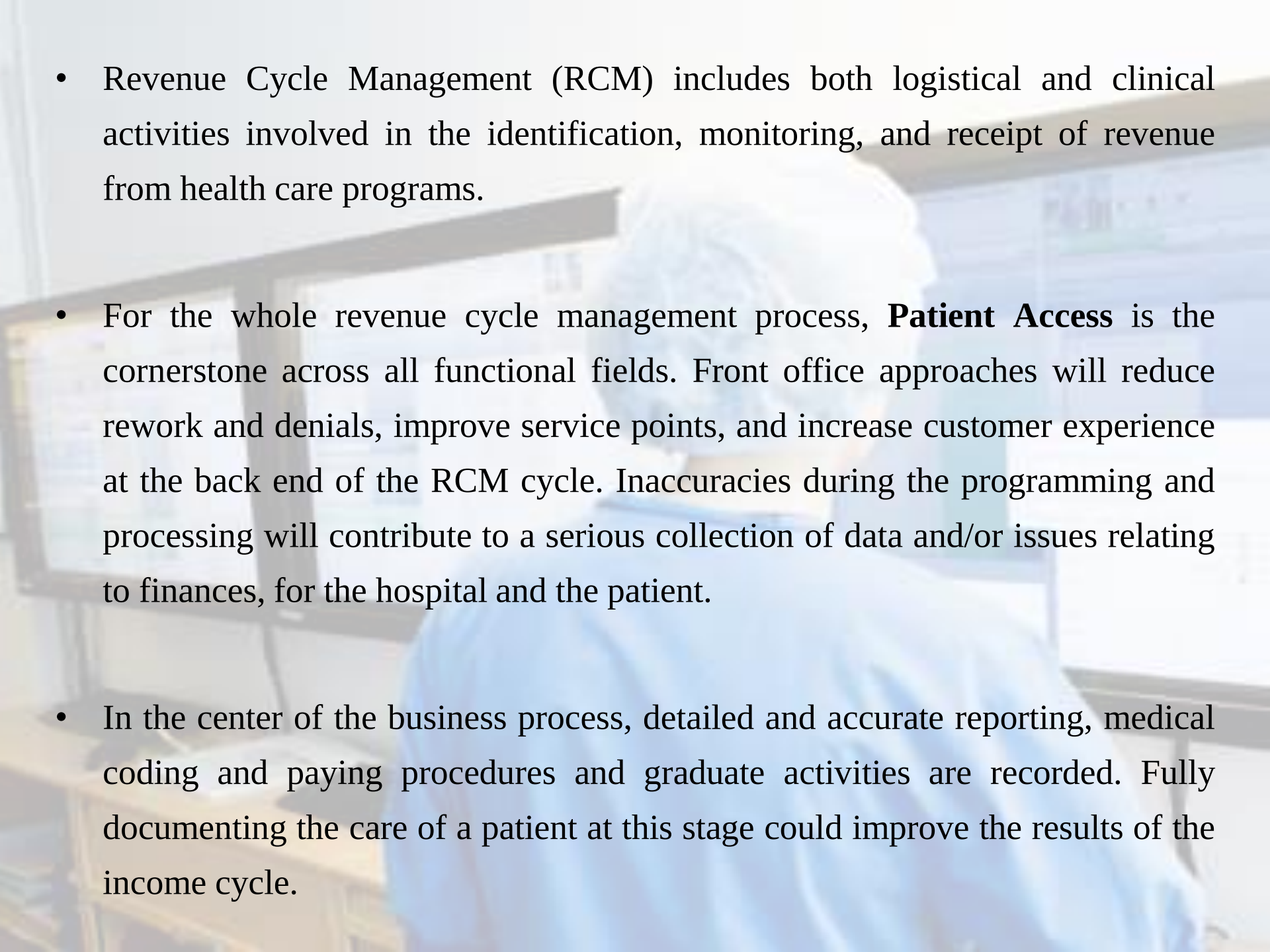


Patient

The Critical Middle



Payment

- 
- Revenue Cycle Management (RCM) includes both logistical and clinical activities involved in the identification, monitoring, and receipt of revenue from health care programs.
 - For the whole revenue cycle management process, **Patient Access** is the cornerstone across all functional fields. Front office approaches will reduce rework and denials, improve service points, and increase customer experience at the back end of the RCM cycle. Inaccuracies during the programming and processing will contribute to a serious collection of data and/or issues relating to finances, for the hospital and the patient.
 - In the center of the business process, detailed and accurate reporting, medical coding and paying procedures and graduate activities are recorded. Fully documenting the care of a patient at this stage could improve the results of the income cycle.

OBJECTIVES

- ❑ To study the healthcare revenue cycle management rehearses.
- ❑ Assessing the effectiveness of revenue cycle management depends on identifying ways to measure the amount and speed of revenue collection.
- ❑ Investigating the money related advantages of powerful revenue cycle management.

METHODOLOGY

❑ DATA USED : Secondary Data

❑ ANALYSIS DONE : #A historical perspective and the current scenario of Indian Healthcare Sector as well overseas
#The major objectives of Revenue Cycle Management

❑ TOOLS : 1.Ratio Analysis.
2.Trend Analysis.
3.Comparative statement Analysis

❑ STUDY DESIGN : Descriptive

❑ METHOD : Convenience Sampling

RESULTS & DISCUSSION

The report suggests the Revenue can be increased mainly from :

1. Primary Sources : Patients
2. Secondary Sources : Suppliers

Revenue Cycle Drivers

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graph TD; A[Revenue Cycle Drivers] --> B[Internal]; A --> C[External]; B --> D[Provider capacity/productivity]; B --> E[Patient volume]; B --> F[Fees]; C --> G[Claims from commercial & government payers]; C --> H[Patient payments]; C --> I[Collections];
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Internal

Provider
capacity/productivity

Patient volume

Fees

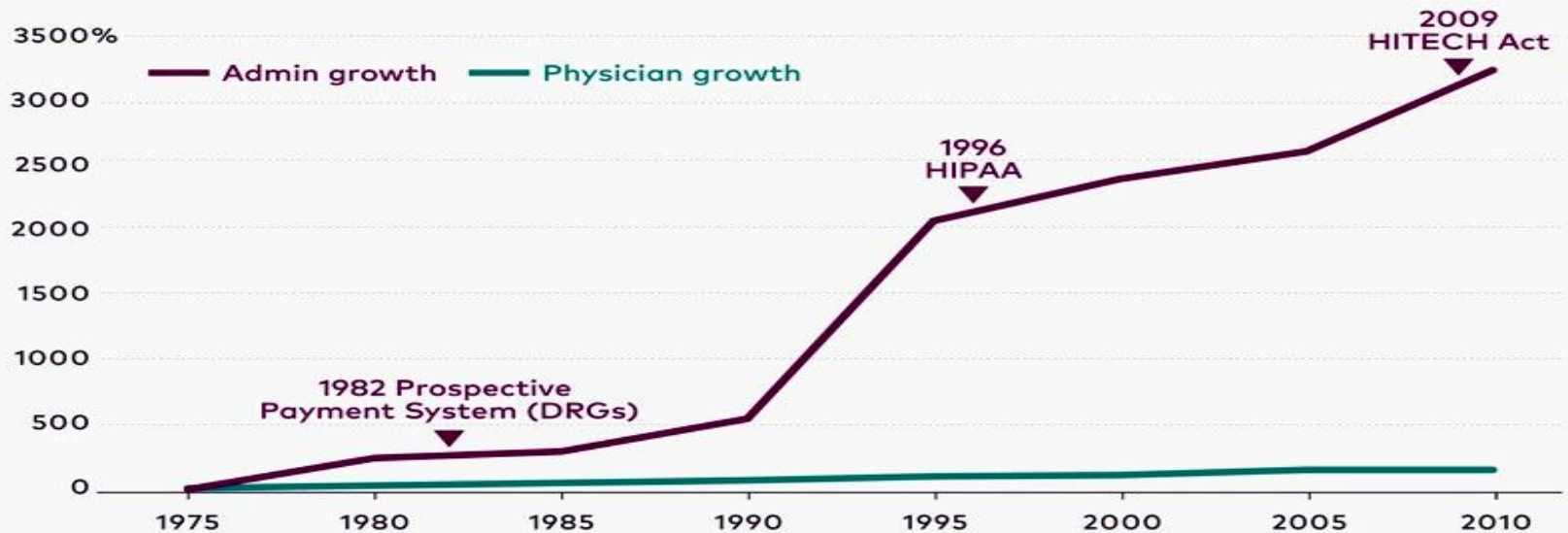
External

Claims from commercial
& government payers

Patient payments

Collections

Healthcare administrators far outpace physicians in growth



Source: athenahealth analysis of data from the Bureau of Labor Statistics, the National Center for Health Statistics, and the United States Census Bureau's Current Population Survey

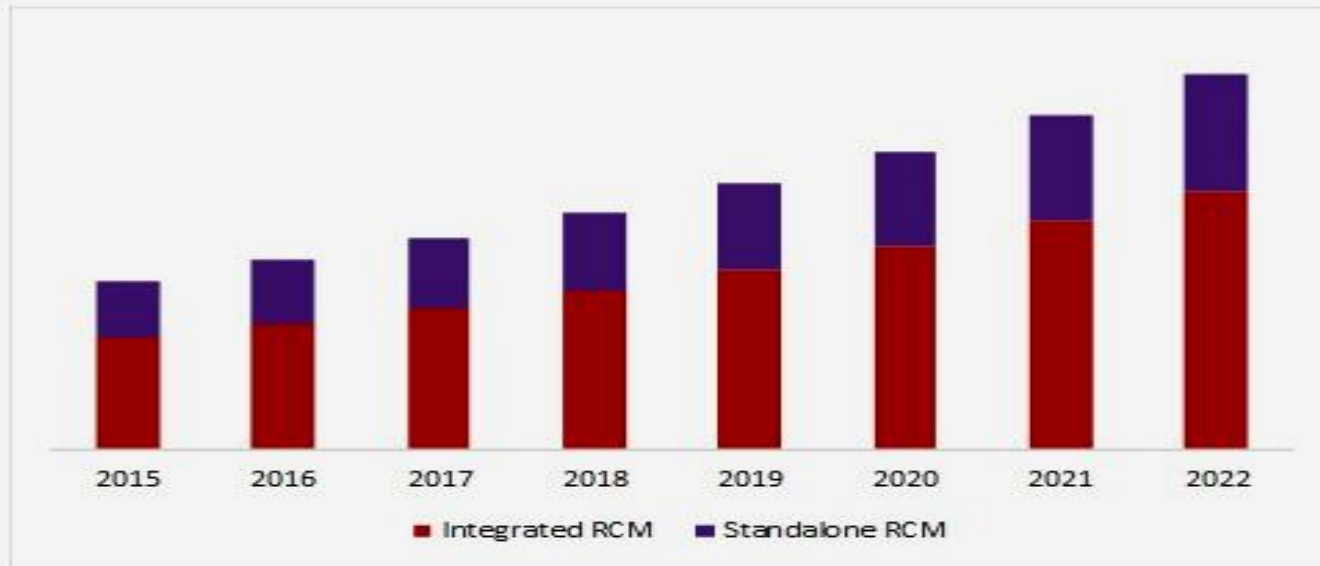
Admin growth saw a perpendicular rise in a 15 year time frame which sky rocketed the pay scale and revenue.

THE GLOBAL RCM MARKET



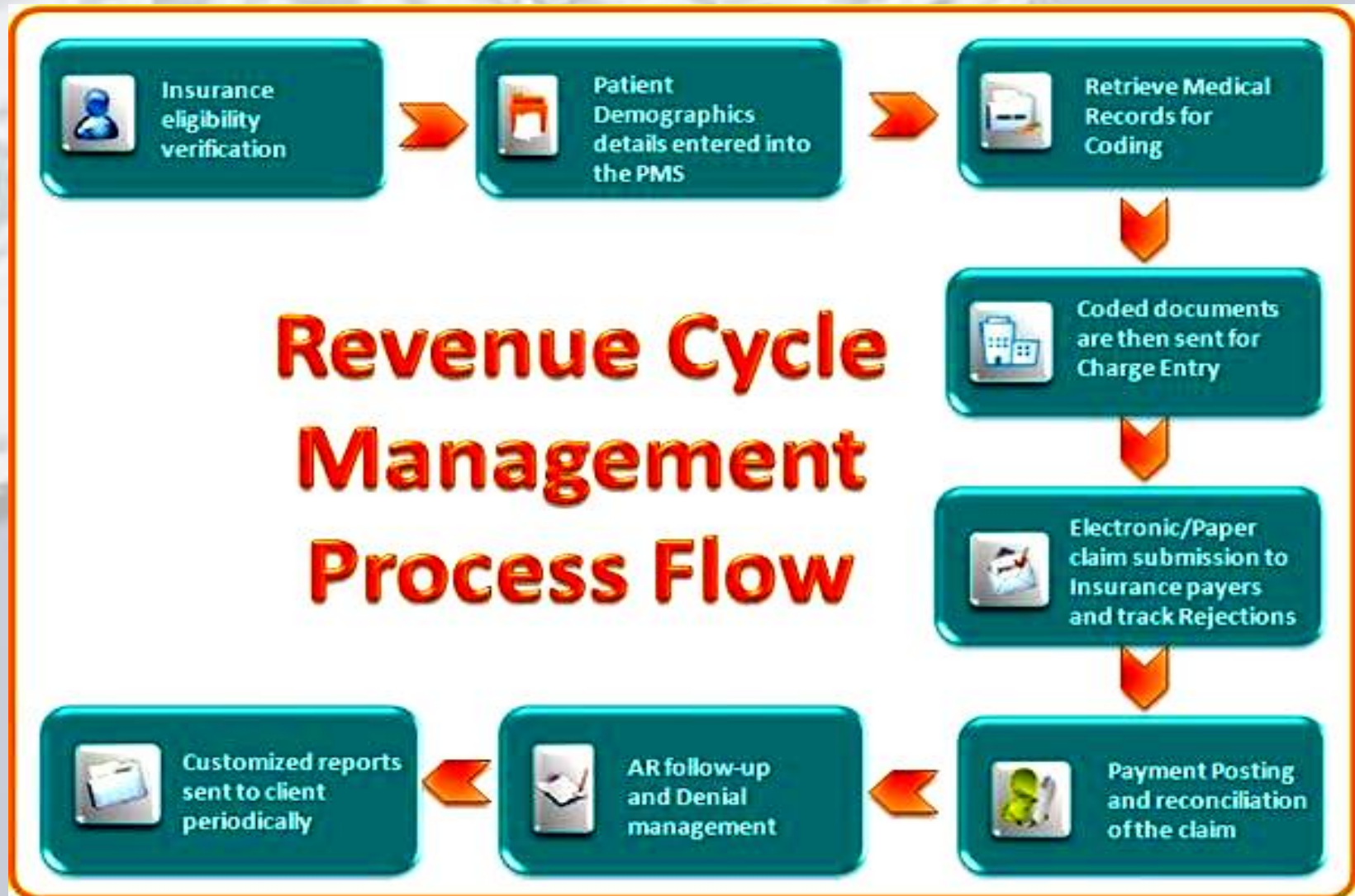
- The global RCM market is expected to reach USD 90.43B in 2022 from an estimated USD 51.07B in back in 2017, at a CAGR of 12.1% during the forecast period.

Revenue Cycle Management Market, by Product, 2015 to 2022 (USD million)



- Here clear growth can be seen in the market value. There is a year on 10% growth since 2015 and consecutively estimated till 2022.

WORK PROCESS



CONCLUSION

RCM Motto : Increase Profitability

Challenges :

- Non-performing resources maintenance
- Higher maintenance costs of the overall healthcare setup
- Huge lagging in revenue cycle caused by delayed and poor paid patients financial responsibility
- Not getting full payments from the government bodies for services rendered under different health schemes

Ways to increase profitability :

- Increasing revenue and lowering the costs
- Strong front and back end office charging
- Point of service or pre-service payments
- Responsible staff for continuous patient contact and dues collection

SUGGESTIONS

- Technology Up gradation
- Higher Patient Satisfaction
- Understanding the importance of RCM by the staff
- Better billing Related Functions
- A Qualified Team
- Training the staff towards better communication and attitude
- Recording all the data electronically

PART - II

COVID-19 CONTACT TRACING



INTRODUCTION

- ✚ **Science of SARS-CoV-2**
- ✚ **Infectious Period**
- ✚ **Clinical Presentation of COVID-19**
- ✚ **Importance of Contact Tracing and the Process**
- ✚ **Identification of the most common barriers in contact tracing**

OBJECTIVES

-  Describe the natural history of SARS-CoV-2 , including the infectious period, the presentation of COVID-19, and evidence for how it is transmitted.
-  Define an infectious contact and timeline for public health intervention through contact tracing.
-  Demonstration on contact tracing, isolation and quarantine considerations.

LEARNING METHODOLOGY USED IN THE COURSE

✚ Video Lectures

✚ Readings



KEY LEARNINGS FROM THE COURSE

- ✚ Basics of Covid-19
- ✚ Basics of Contact Tracing for COVID-19
- ✚ Steps to Investigate Cases and Trace Their Contacts
- ✚ Ethics of Contact Tracing and Technological Tools
- ✚ Skills for Effective Communication

BASIC STEPS TO INVESTIGATE

- I. Introduce yourself, and get their basic information.**
- II. Figure out the case's likely infectious period**
- III. Ask the case about contacts during their infectious period**
- IV. Provide isolation instructions to the case, identify challenges, and provide support**
- V. Call case's contacts to inform about their exposure, ask about symptoms and give quarantine instructions.**
- VI. Check in with the case and their contacts until their isolation or quarantine ends**



Thank
you!