

THE HOMETOWN HEALTH 2018
IOWA RURAL HOSPITAL LEARNING OPPORTUNITY WORKSHOP

AUGUST 2, 2018 * ARROWWOOD RESORT & CONFERENCE CENTER, OKOBOJI

FINANCIAL SESSION AGENDA

9:00am - 10:00am - Registration Opens

A TEAM APPROACH: PROFITABILITY IN THE REVENUE CYCLE

10:00am - 10:10am INTRODUCTION & WELCOME Evelyn Leadbetter - HomeTown Health, LLC

10:10am - 11:20am UPFRONT COLLECTIONS: DEVELOPING YOUR PROGRAM Sandy Sage - HomeTown Health, LLC

Developing a successful upfront collections program is an important way to increase your hospital's cash on hand. This session will enable participants to go back to their hospital with the tools and knowledge to train their staff in collecting at the time of service. From scheduling to registration and scripting you will learn the best methods and customer service tips to improve your collections. Learn how to motivate your staff to improve your success!

LEARNING OUTCOMES - AFTER ATTENDING THIS PRESENTATION. ATTENDEE WILL BE ABLE TO:

- Describe the importance of upfront collections
- Identify how to create a successful upfront collections program

11:20am - 11:30am BREAK

11:30am - 12:45pm BEST PRACTICE DISCUSSION AND CASE STUDY: Sandy Sage RN, Charlie Hammell, Director of Revenue Cycle HCHC

Karoleen (Charlie) Hammel will share how HCHC took a struggling hospital revenue cycle and turned it around. You will hear how their work improved the financial health of the hospital and get ideas you can take back to your hospital. After the best practice presentation we will have an open group discussion about ways to improve your revenue cycle.

LEARNING OUTCOMES - AFTER ATTENDING THIS PRESENTATION. ATTENDEE WILL BE ABLE TO:

- Identify best practice strategies for improving the revenue cycle

12:45pm - 1:00pm CLOSING & Q&A

1:00pm - 1:15pm GRAB LUNCH AND RETURN TO SESSION

Intended for Financial, Revenue Cycle, & Business Office Professionals
(Offering 0.3 IACET CEUs)

POPULATION HEALTH:

ASSESSING YOUR HOSPITAL'S PREPAREDNESS

1:15pm - 2:00pm POPULATION HEALTH "TOWN HALL" SANDY SAGE & JENNIE PRICE

The purpose of the Population Health session is to share feedback from participating hospitals on population health within their facilities and communities.

ONE-ON-ONES FOR COHORT PARTICIPANTS

2:15pm - 5:00pm FINANCIAL COHORT SMALL GROUP SESSION

In this session, the Cohort hospitals will be invited to participate in a discussion of financial indicators, ways to improve, and share feedback on needs.



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MEET YOUR WORKSHOP SPEAKERS



Sandy Sage RN joined the HomeTown Health Team full time in November 2016 as our Revenue Analyst. She works closely with member hospitals assisting them in implementing best practice revenue cycle processes. She provides hospital staff education, in person and through webinars, related to all areas of the revenue cycle with special focus on Patient Access and the Business Office. She has previously worked as a consultant for revenue cycle process development and chargemaster compliance. Sandy has been an instructor for HomeTown Health University for over 10 years and continues to write courses for HTHU. She is involved in grant programs, functioning as the Georgia and Florida Team Lead for the Small Hospital Improvement Program grant and she developed the Rev Up Your Revenue Cycle program for our hospitals. She has a clinical background in nursing and has worked primarily in rural hospitals throughout her career. In 2000 she transitioned from clinical nursing to the financial side of the hospital and has worked as a Revenue Cycle Analyst since that time. Sandy is a native of California and moved to Georgia at age 12. She has two grown daughters and currently resides in Cochran, Georgia.



The workshop is sponsored by the Iowa Department of Public Health and HomeTown Health in part by the "Rural Hospital Learning Opportunities Program" through the HRSA Critical Access Hospital FLEX Grant 2017-2018 contract #5888CA04.

CONTINUING EDUCATION INFORMATION

As an IACET Authorized Provider, HomeTown Health, LLC offers CEUs for its programs that qualify under the ANSI/IACET Standard. HomeTown Health, LLC is authorized by IACET to offer:

- **0.3 CEUs/3 credit hours** for the Revenue Cycle Workshop

A full list of approved IACET organizations can be found on www.iacet.org.

Learning Outcome Conditions:

In order to obtain these CEUs, you must:

1. Attend the program in its entirety. Partial credits will not be awarded.
2. Submit the CEU Request Form for each program attended at the end of the meeting. Be sure to provide a valid email address.
3. Complete the online program assessment and evaluation.

After confirming you have met all minimum requirements, Evelyn Leadbetter will email you a link to the program assessment and evaluation required to receive your CEU Credit Certificate and Transcript.

Questions about IACET CEUs? Please contact Evelyn Leadbetter at evelyn.leadbetter@hometownhealthonline.com.

