

## The link between quality assurance, education, impact & value.

Becker's Hospital Review webinar: July 20, 2021

**Q. Statistically, what are the rates of inefficiencies for rehab or long-term care facilities?**

A. Typically, our teams see a lack of appropriate authorization for many rehab services. Reviewing historical cases, incomplete documentation leads to lack of authorization or reimbursement. In rehab or long-term care facilities, an average of 28% of all errors identified are directly related to authorization issues.

**Q. What learning platform was Savista using prior to Workday?**

A. Savista transitioned from our previous Learning Management System (LMS), nThrive Learning. We are now using Workday, an enterprise management cloud application for finance, Human Resources, and planning.

**Q. How many Full Time Employees (FTE's) does the Training Department utilize?**

A. The typical training model consists of 1 trainer per 500 staff members.

**Q. What is the background of the Subject Matter Expert (SME) team within the Training Department? For example, is the team made up of former nurses, finance folks, quality specialists, etc.?**

A. The team is made up of former Accounts Receivable Services (ARS) colleagues. All have worked directly with clients in multiple revenue cycle roles.

**Q. Do you present micro trainings via your Learning Management System (LMS) or via other platforms?**

A. Trainings are delivered via Microsoft Teams and are linked to our LMS for tracking purposes.

**Q. I heard that Savista was formerly part of nThrive. What is Savista's area of expertise with regards to revenue cycle?**

A. Savista partners with healthcare organizations of all sizes to problem solve and deliver expert revenue cycle improvement services. We enable clients to succeed, support their patients, and nurture their communities as we enhance their financial and operational performance. We represent a global organization of 4,000 colleagues and collaborate with more than 330 US-based healthcare clients to deliver custom solutions to mitigate business challenges.

**Q. Do you have any statistics on inefficiencies for Ambulatory Surgical Centers (ASC)?**

A. Primary deficiencies identified within ASC operations are predominantly in reference to authorization issues. We often find that a well-defined process for obtaining authorizations is missing. From both historical and current quality analysis, we find that 32% of errors are related to poor documentation, while the remaining errors pertain to multiple types of actions taken/not taken. In both cases, lack of clear directive and/or unclear process documentation is the primary root cause for these errors.

**Q. Do your clients have productivity goals, such as accounts worked per hour?**

A. Yes, our clients typically have both a production goal (e.g., accounts per day) and a quality goal.

**Q. What method do you use to share Quality Assurance (QA) results with the Training Department?**

A. Our team utilizes an internal quality audit tool which allows us to quantify total QA results and deficiencies. This tool can showcase actual scenarios, so that our teams can build appropriate educational content.

**Q. What are some tips to motivate staff to maintain changes and find optimism amid re-correction?**

A. With all colleagues, we recommend that you keep them challenged, recognize good work, celebrate successes, listen closely during regular one-on-ones, show consistency, and deliver clear expectations.

**Q. How can we measure and present the link between deficiencies and overall revenue to our project leaders? More specifically, do we have the ability to provide leadership with percentages of lost revenue due to those deficiencies, which prolong the age of the Accounts Receivable (AR)?**

A. Absolutely. The two primary questions to consider in this type of analysis are:

1. What additional resources were needed to correct the error and what is the cost of those resources?
2. Considering the loss in revenue as AR ages, what are the average ages of accounts when errors are finally identified and resolved?

Recording of our recent webinar, presented in conjunction with Becker's Hospital Review, featuring Savista Vice President of Quality Assurance Ashley Stucks and Senior Director of Training Tracy Sarallo. your advantage.

Contact our team today. We'll answer your questions and guide you towards leveraging routine Quality Assurance to your advantage.