

Greater NW Access Managers Association

Quarterly Meeting

January 22, 2010

Samaritan Lebanon Community Hospital

Hosted by Jeanne Hughes – Regional Operations Manager for Samaritan Health System

Breakfast - provided by the **Kramer Group**

Meeting began at 9:00am

WELCOME: **Becky Pape**, CEO of Samaritan Health welcomed everyone and provided an overview of the facility including their plans to build a medical school for osteopathic physicians on their campus. It will eventually have 400 students and will have a very positive impact on the community.

POS: **Jeanne Hughes** spoke about the Point of Service (POS) goals for Samaritan Health Systems and shared that they had 6 million dollars in POS collections in 2009 at their facilities.

Ideas to increase collections:

- Focus on the ED: Samaritan Health collect nearly 2,000 ED co-pays per month overall. Way to go Jeanne!
- Collect from Employees: Samaritan used “Pay Your Bill Day” to encourage employees to pay their bills.

REGISTRATION QUALITY: **Kelly Ryan** from the **Kramer Group** and **Jeanne** provided a wonderful presentation of **RQi**, a tool Samaritan Systems is implementing that traps for errors during registration.

Ideas to decrease error rates:

- Use electronic tools and technology to capture real-time errors that allows registrars to correct their own errors.
- Give registrars tools that will allow a “Virtual Supervisor” to provide education on common errors at the time the error is made.
- Use reporting tools to capture accuracy rates by employee, department, etc. and follow up on these trends.

ELIGIBILITY AND SCANNING: **Patti Peterson** from **CareMedic** and **Jeanne** gave a PowerPoint overview of **CareMedic**, which is an eligibility and scanning product. It has an eligibility response time of 3-4 seconds. Registrars can correct any insurance information and ID card while the patient is still in front of them.

Highlights:

- Help with Red Flag issues
- Identify eligibility while the patient is present

Lunch was provided by **CareMedic**

CAREER APPAREL: A brief overview of **CINTAS** career apparel was given by **Dan Hanken**.

- Professional, reasonably priced, eco-line available.

BILLING: **Norma Pierce** representing **Outreach Services** provided a brief explanation of how they can help hospitals and patients with their financial needs.

- Outsourced services include: Finding funding for the underinsured, recovering third-party claims, and providing billing management.

ELECTRONIC EDUCATION SOLUTIONS: **Peter Cizik** from **BridgeFront** presented electronic education solutions using their on line training products and services.

Highlights:

- Use electronic tools and technology solutions to help with both initial and ongoing training and can help bridge the gap between educational requirements.
- Especially helpful for evening and night shift employees.
- Electronic tools can help assist with different learning styles (visual, audio, etc.)
- Ability to reference or reinforce previous education.

Hot topics discussed were:

- **Language assessments at point of registration** – Jacque Branford from Peace Health is being asked by their Quality Management to have registrars complete a form that evaluates vision, hearing and language of each patient. No one attending has been asked to do this.
- **Quick Reg in the ED** – Is anyone doing it and what do you do if the patient has been discharged before a full registration can be completed?
Mela Gant and Joan Wild from OHSU shared that using their registrations system, EPIC, if they have not checked “registration complete” in the system, the RN’s cannot print discharge instructions, so must send the patient back to Access.
- **Power of Attorney** – is anyone asking for proof of financial POA? Providence is asking for a fax or copy of POA or Legal Guardianship proof at admission to be bar-coded, added to the chart and scanned into the patient’s medical record.
- **POLST registry** – Susan Pincock at Mid Columbia Medical Center has received a letter asking for patients with POLSTs to be included in a registry at OHSU, effective in December. No one else has received the letter and Mela Gant from OHSU had not heard of this.
- **Mail Returns** – mostly ED self pay. Who handles mail returns at your facility and is anyone using an address verification system. (Various responses, some facilities billing departments handle, some Access handle, many use some form of address verification systems. RQI – Kramer group does have address verification included in their suite of services.

Meeting was adjourned at 2:00pm