



WORK FROM HOME:

Best Practices For Patient Access Leaders

October 11, 2018



Connecting Disconnected Data™

Today's Agenda

Overview

- Telecommuting Trends
- 5 Myths of Working From Home in Healthcare
- Building a Work From Home program in Revenue Cycle

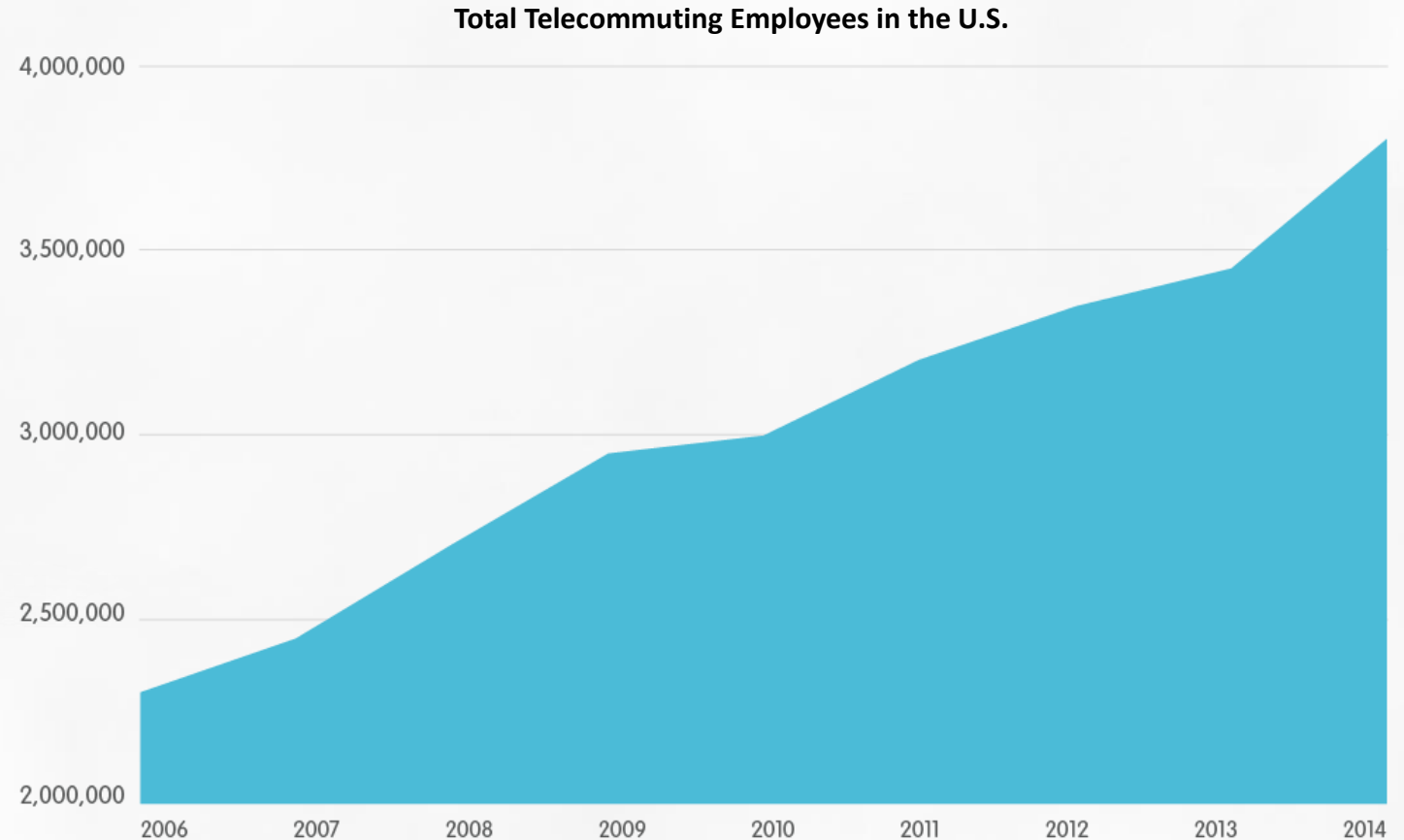


“Technology now allows people to connect anytime, anywhere, to anyone in the world, from almost any device. This is dramatically changing the way people work, facilitating 24/7 collaboration with colleagues who are dispersed across time zones, countries, and continents.”

MICHAEL DELL
CHAIRMAN & CEO
DELL CORPORATION

Work from Home Stats

- Nearly 4 million people in the US work from home
- Work from home growth is +103% since 2005 and is accelerating



**Global Workplace Analytics Report (1/16)*



Surprising Working From Home Statistics



- Employees who work from home are more productive.
- Telecommuters hold higher positions in their companies and earn more money.
- Telecommuters are more highly educated than non-telecommuters.
- Employers offering work from home flexibility lost fewer employees.
- Larger companies are more likely to offer work from home flexibility than smaller companies are.
- Working from home benefits help bring young talent through the door.
- Telecommuting employees are less stressed.
- Employers who offer at least part-time telecommuting saved over \$44 billion per year.

Work from Home Facts

EMPLOYEE SATISFACTION

80% OF EMPLOYEES
CONSIDER WORKING
FROM HOME
A PERK.

INCREASED PRODUCTIVITY

35% TO 40% MORE
PRODUCTIVE
THAN IN-OFFICE EMPLOYEES

COST REDUCTIONS

AVERAGE REAL ESTATE SAVINGS:

\$10,000
PER EMPLOYEE
PER YEAR

RETENTION

LOSING A VALUED EMPLOYEE:

\$10,000 TO \$30,000

*data from Global Workplace Analytics

Work from Home Trends



Many successful companies are moving/have moved their employees remote

- Amazon
- Dell
- IBM
- GE
- Xerox

The work-at-home trend is also seen in these hospital settings

- Clinical
- Revenue Cycle / Patient Access
 - Coders
 - Scheduling
 - Pre Registration
 - Insurance Authorizations / EOB
 - Claims
 - Customer Service
 - Patient Advocates



5 Myths

About Having a Virtual Revenue Cycle

Work-from-home programs can save health systems millions of dollars per year while improving employee retention and productivity. Despite these benefits, many hospitals hesitate to implement teleworking programs for revenue cycle employees. Some of the most common objections to a work-from-home revenue cycle program are outlined below, plus the real facts:

MYTH 1:

Employees can't communicate with one another as easily when they work from home.

When asked about their time working remotely,

83%  of teleworking employees

said their ability to communicate with coworkers was the **same or better than when on-site.**



Teleworkers experience **higher levels of communication satisfaction** compared to traditional office workers in all areas:

- ✓ Relationship with supervisor
- ✓ Communication climate
- ✓ Horizontal communication
- ✓ Organizational integration
- ✓ Personal feedback
- ✓ Overall communication satisfaction

Communication and Teleworking: A Study of Communication Channel Satisfaction, Personality, and Job Satisfaction for Teleworking Employees, 2015

MYTH 2:

Work-from-home programs are fine for other industries, but they're not going to catch on in healthcare revenue cycle.

+    +

65%

of **healthcare facilities surveyed** either have a work-from-home team or plan to have one in the future.

— Vyne Survey NAHAM Webinar,
October 2016

Healthcare Revenue Cycle Functions performed at home:



Authorization
/Eligibility



Coding



Pre-Reg



Scheduling



And Many More

MYTH 3:

Teleworkers aren't going to be as productive if they are working from home.

In a recent survey of revenue cycle professionals conducted by Vyne,

83%

see teleworker productivity exceeding that of their in-house peers.

Home-based employees work

9.5%
longer

And
Are

13%
more
productive

That's **5.2 extra hours** per week

– Stanford University, 2015

Employees working from home:



Have a **quieter** environment



Encounter **fewer** interruptions



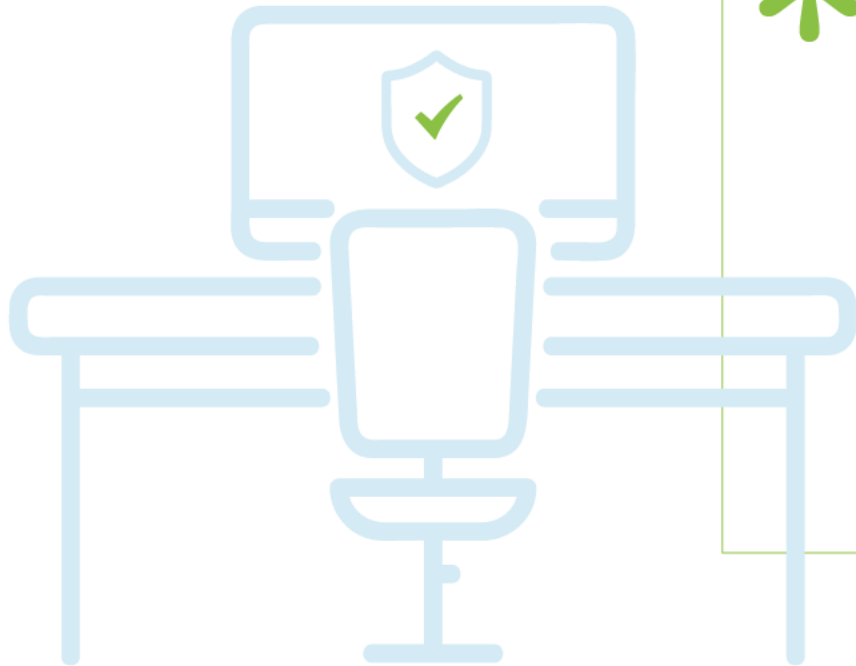
Take **fewer** breaks and sick days



Have no commute time

MYTH 4:

Employees who work remotely pose a security threat.



In fact, they are more concerned with the occasional work that is taken out of the office by traditional employees who lack the training, tools, and technologies that teleworkers receive.



of those charged with security in large organizations feel that home-based workers are **not a security concern.**

– Global Workplace Analytics

MYTH 5:

Compliance is difficult to monitor with an at-home workforce.



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With today's technology, monitoring remote revenue cycle employee compliance is **identical to monitoring compliance among the in-office staff.**

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– **Lynne Hildreth** Revenue Cycle Director, Moffitt Cancer Center, May 2017

POLL

**Does your
hospital
currently have
work from home
Revenue Cycle
Team(s)?**

Advantages and Challenges

ADVANTAGES OF REMOTE WORKFORCE

- Improved employee satisfaction
- Reduced unscheduled absences
- Increased productivity (105% productivity)
- Ensures continuity of operations in the event of a disaster
- Incentive for high achievers

CHALLENGES OF REMOTE WORKFORCE

- Telecom infrastructure
- Some have a hard time seeing telework as a benefit that is earned, not given
- Telecommuters have to be self-directed
- Just not for everyone
- Training and job shadowing is challenging



Factors of Success

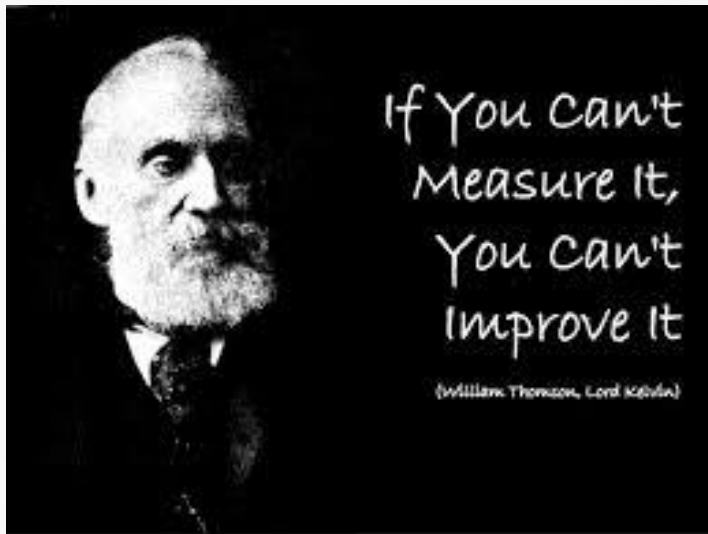
- Important components for patient access leaders to consider include:
 - Establishing a paperless revenue cycle process
 - Monitoring productivity
 - Technology to complete all aspects of their job
 - Providing effective training, education
 - Ensuring compliance with hospital procedures and guidelines
 - Ensuring employee engagement, Communication / Collaboration

Paperless Process



- Is your workflow Paperless, specifically around physician orders?
 - Are you still dealing with paper faxes? Or do you deal with several types of entry points?
 - Does everyone in the organization have access to view orders at all times?
 - Can you electronically move orders from department to department and assign them to a worklist?
 - Can you find orders easily?

Monitoring Productivity

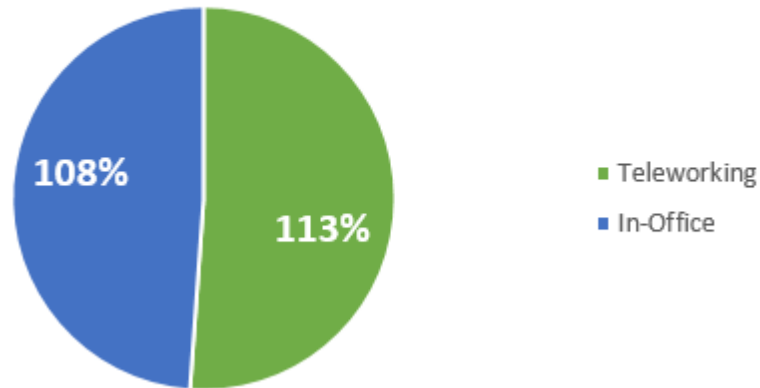


- Do you have a productivity baseline?
 - Can you track it?
 - Can you monitor it?
 - Can you measure it?
 - Can you replicate it?
 - Can you train it?

A Deep Dive

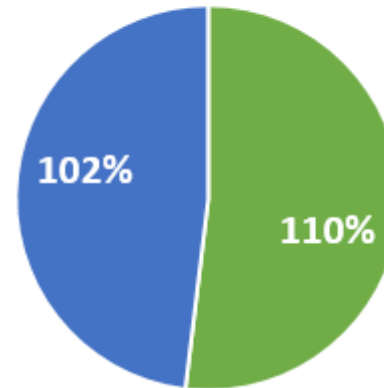
Remote Teams Make Trending Productivity Even More Important

Insurance Verification (KPI)



100% - 7 an hour / 56 a day

Pre-Registration (KPI)



100% - 5 an hour / 40 a day

Technology

- Computer
 - Access to ALL programs and applications
 - Printing, or blocking print option
- Phone
 - Desktop Phone, Cell Phone, Soft Phone
 - Call Recording
 - Random spot check
 - Audio Search for key words or phrases
 - All calls need to be easy to find
 - Indexing them to the patient or specifically to the EMR



Training

How do you drive behavior to create consistent remote communication?

- Total Quality Assurance
 - Scoring interactions
 - Being clear with staff on what is required in each communication
 - Bookmarking calls to use as either good or bad examples with other staff
- Peer to Peer
 - Improves engagement and collaboration

The Future

For more information, email, call or text

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A high-angle, slightly blurred photograph of a white desk. On the left, a silver laptop is open, showing its keyboard. To its right is a white wireless keyboard with a person's hands typing on it. Further right is a black wired keyboard. In the bottom right, a black mouse is visible. A black desk lamp is partially seen on the right side. In the bottom left, there are some cardboard boxes. The word "QUESTIONS?" is overlaid in the center in a large, bold, blue font.

QUESTIONS?