Mede/Analytics®

Link registrar activities to financial outcomes

To generate sustainable and meaningful revenue cycle improvement, organizations must have end-to-end visibility and data interconnectivity. With margins continuing to slim and revenue cycle workflows growing in complexity, registration managers need additional insight without adding a cumbersome, manual process to their workday. Using powerful analytical tools, managers and registrars can drive increased efficiency and ensure performance quality before it impacts downstream revenue.

Workforce Quality Insights uniquely connects front-end activities to financial results, empowering staff with real-time performance insights to identify and prevent costly errors at the point of service and address root cause issues at the back end. The Workforce Quality Insights suite—encompassing Productivity Analytics and Workforce Performance Insights—can be used with any EHR, patient access system, or 835 data to make the necessary data linkages that facilitate holistic revenue cycle performance improvement.

With MedeAnalytics Workforce Quality Insights, you can:

- Automate registrar quality assurance reviews with standard measures
- Utilize a Comprehensive Quality Score to assess performance on 100% of registrations in real-time
- Eliminate manual work of connecting individual data points
- Drill down to analyze cause and effect relationships between staff behaviors and revenue cycle outcomes

- Integrate multiple systems and data streams into one secure, accessible data lake
- Pinpoint root causes of denials and implement related staff education
- Track and trend the effectiveness and accuracy of patient estimates and POS collections
- Monitor individual registrar performance as well as collective department impact

Why you need WQI

Errors, inconsistencies and incompleteness at the front end can have significant and costly implications on the downstream revenue cycle. Poor performance in this area can cause increased denials, inaccurate estimates, and improper POS collections leading to higher days in AR and self pay. By assessing registrar performance in real time, problems can be addressed and averted before they have an impact on back-end financial health.

Potential returns

- Increase staff productivity by **30%**
- Increase registration activity by **20%**
- Improve staff satisfaction by **15%**
- Reduce denials by **10-20%**
- Decrease AR days by **15-25%**

## The Workforce Quality Insights suite includes:

Productivity Analytics

Productivity Analytics uses real-time and long-term measures and scoring to assess registrar performance and its impact on the revenue cycle. Real-time measures gauge performance throughout the workday while long-term measures track the outcomes of the collective team.

By monitoring dashboards with key metrics that calculate a Comprehensive Quality Score, registrars and managers can track progress toward goals and intervene when necessary based on the data.
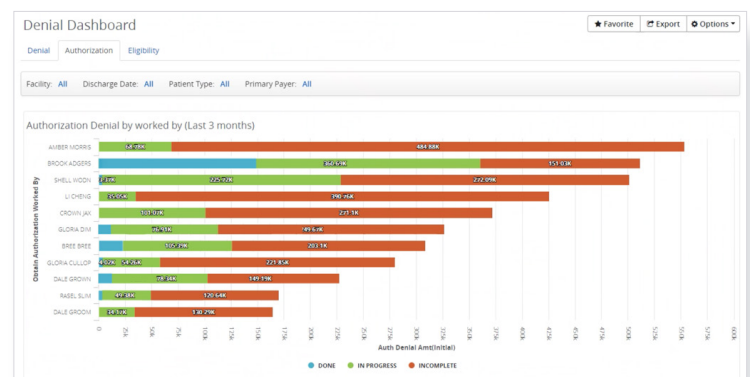
This real-time, data-driven approach to monitoring registration productivity provides significant efficiencies over manual reviews. Registrars are empowered to take quick action to improve performance, and supervisors can see how the team's collective efforts are impacting the revenue cycle.
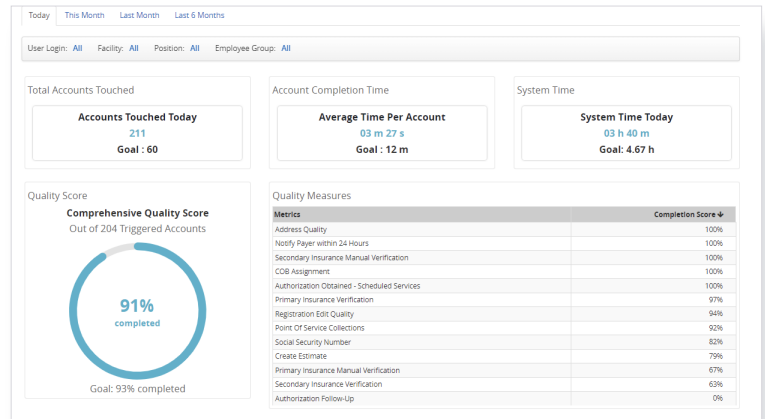
Workforce Performance Insights

To improve the overall efficiency and effectiveness of the patient access team, provider organizations need analytics capable of connecting front-end data to back-office claims.

With this end-to-end revenue cycle visibility, organizations can identify where there are performance gaps and what the root causes are. This supports more accurate patient estimates, improved cash collections, and decreased front-end denials for greater operational and financial stability.