



# Data automation to transform your registrar performance

Tracking registrar productivity and accuracy has traditionally been a very manual process resulting in incomplete registrations and limited capability for monitoring performance in real time. Poor registration performance can lead to:

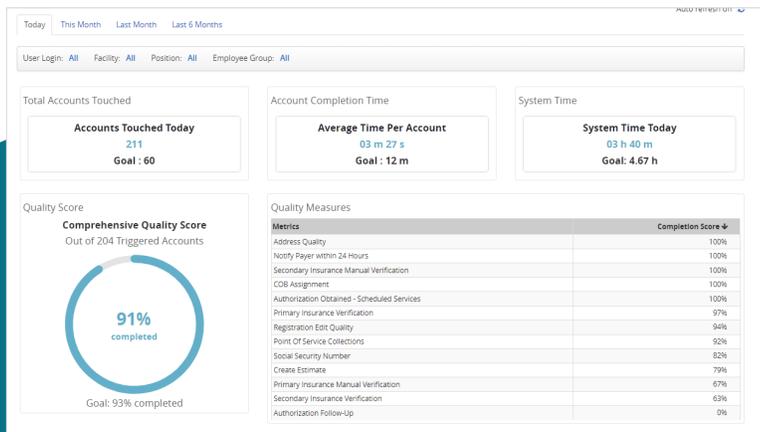
- Increased number of front-end denials
- Increased bad debt and uncompensated care
- Increased returned mail
- Improper payer assignments

MedeAnalytics 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.

**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 take immediate interventions based on the data.



Registrar dashboard

## With MedeAnalytics Productivity Analytics, you can:

- Monitor daily production, quality and revenue cycle impact
- Increase registrar engagement and accountability
- Initiate immediate interventions based on data
- Reduce the number of front-end denials and decrease bad debt and uncompensated care
- Standardize measurement processes using customized metrics
- Identify training and growth opportunities
- Engage supervisors and staff in performance improvement
- Eliminate bias and ensure fair, consistent QA across the enterprise

## Why you need Productivity Analytics

A real-time, data-driven approach to monitoring registration productivity provides significant efficiencies over manual reviews. Registrars are empowered to take immediate action to improve performance. Supervisors can see how the team's collective efforts are impacting the revenue cycle.

## Key success measures

- Improved efficiency within the patient access team
- Increased performance and engagement
- Improved financial health outcome



Eliminate manual reviews



Assess impact on revenue cycle



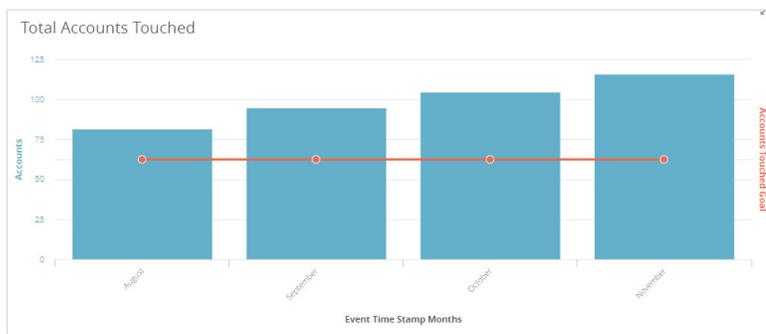
Promptly address performance gaps



Improve registrar engagement and satisfaction

### Monitor production and quality

Productivity Analytics automatically and instantaneously reviews all registrations for all registrars, allowing organizations the insight needed to drive increased efficiency, improved registration performance and better outcomes in the moment. By displaying key metrics in a convenient dashboard, organizations can view registrar productivity and quality throughout the workday. This allows managers and staff the dexterity to quickly identify production issues and begin immediate interventions to improve performance.



### Assess your registrars' impact on the revenue cycle

Performance against long-term quality measures allows you to quantify the collective registrar team's impact on the revenue cycle. A Revenue Cycle Impact Score is displayed on the dashboard and shows the comprehensive results of all the registrars. Organizations can use this data to identify opportunities for improving revenue cycle performance through registration activities and better understand what training and education would be most impactful.

### Improve registrar engagement and performance

Automation of performance against short- and long-term measures allows for fair and consistent monitoring of registrar activities. With visibility into their own productivity, registrars are motivated to take corrective actions before issues have a major impact on the revenue cycle. Performance-to-goals metrics further drive accountability and incent staff to improve productivity and quality in their daily work.

### Real-time measures include

- Address quality
- Social Security Number
- Registration edit quality
- Insurance verification
- Manual insurance verification
- Authorization obtained – scheduled service
- Authorization follow-up
- Notify payer within 24 hours of admission
- COB assignment
- Create estimate
- Point of Service collections

### Long-term measures include

- Registration edit account disputes
- Insurance verification
- Manual insurance verification
- COB assignment
- Authorization obtained – scheduled service



An optional add-on to Patient Access



Learn more about MedeAnalytics Provider Solutions at [www.MedeAnalytics.com](http://www.MedeAnalytics.com)