

Quantify the quality of your pre-service patient interactions

One of today's top priorities for hospitals and health systems is elevating the financial patient experience. By doing so, organizations can benefit in three key areas: patient financial responsibility, cost to collect on outstanding accounts, and workforce shortages. 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.

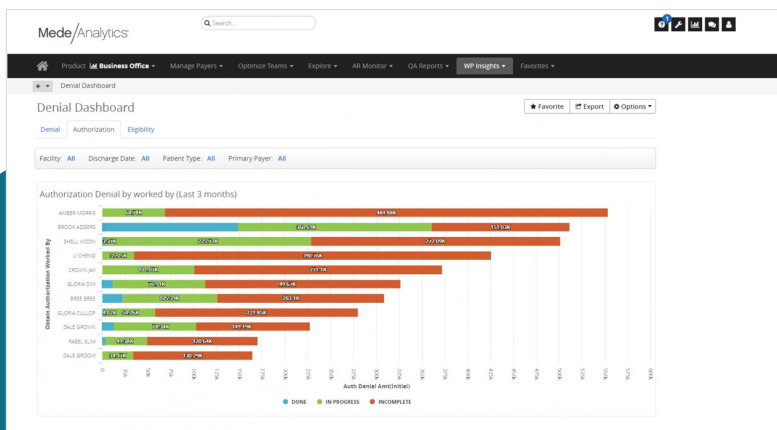
Workforce Performance Insights delivers the connections and insights necessary to monitor real-time measures and scoring, improve patient estimates and collections, reduce registration-related denials, and build operational and financial stability.

Why you need Workforce Performance Insights

Being able to know where and how to improve requires insights into the outcomes of actions. Workforce Performance Insights connects front-end activities to back-office financials allowing for rapid access to performance insights. With these insights, you can easily see what is working and what needs to be improved to support more accurate patient estimates, improved cash collection vs. opportunity, and decrease front-end denials.

Potential returns

- Reduce front-end denials by **10%**
- Increase POS collection by **15%**
- Improve estimate accuracy by **15%**



Quickly see registrars connected to accounts with authorization and eligibility denials

With Workforce Performance Insights, you can:

- Link financial outcomes to front-end activities
- Build best practices based on your high performers
- Reduce the number of front-end denials
- Eliminate bias and ensure fair, consistent QA across the enterprise



Quantify the quality of pre-service activities



Reduce front-end denials



Increase POS collections



Improve your patient financial experience

Drive efficiency

Use Workforce Performance Insights to improve productivity and workflow within your patient access team, reducing time spent on determining root causes of front-end denials and standardizing a measurement process with customized metrics.

Integrate seamlessly

Workforce Performance Insights smoothly layers onto other MedeAnalytics solutions, quickly connecting front-end activities to back-office financials. Through rapid access to performance insights, you can easily assess wins and losses—and make changes to support more accurate patient estimates, improved cash collection vs. opportunity, and decrease front-end denials.

Improve financial health

Accomplish big goals such as significantly decreasing bad debt and uncompensated care. Use these insights to offer improvements to POS collections processes, improving the patient financial experience.

Create transparency

Easily access performance dashboards within the tool to share with leadership and users alike. This insight cultivates openness, demonstrates value to leaders, inspires staff improvement, and showcases the powerful impact of well-executed, pre-service actions on revenue realization and patient satisfaction.



Learn more about MedeAnalytics Provider Solutions at www.MedeAnalytics.com