

# Value Analysis

## STUDY PROCESS

*The Value Analysis Study Process follows the systematic job plan as established by SAVE International (www.value-eng.org)*

### **Pre-Study Orientation Sessions (3-Day)**

1. Information Phase
  - Kick-off and Hospital Tour (1-day)
2. Function Analysis Phase
  - Current Revenue Processes Discussed (2 days)

### **Pre-Study Review of Revenue Data**

### **Value Analysis Workshop (5-Day)**

1. Creative Idea Phase
2. Evaluation of Ideas Phase
3. Development of Shortlisted Ideas Phase
4. Presentation Phase

### **Post Workshop Implementation Meeting**

## RETURN ON INVESTMENT

- ▶ Typically exceeds \$10 M. in additional revenue capture
- ▶ As much as \$40 M. in additional revenue identified on large public hospital
- ▶ In excess of 100:1 Return on Investment
- ▶ 150 creative ideas identified
- ▶ 35 to 40 Revenue-Enhancing Proposals/Initiatives developed
- ▶ Staff morale enhanced and turnover rate reduced

## Obstacles to Capturing Healthcare Revenue

- ❖ Silos of operations that function in conflict
- ❖ Insufficient focus and follow-up on claims denials
- ❖ Difficulty capturing accurate insurance information
- ❖ Complex billing process
- ❖ Information technology that does not support the process
- ❖ Patient Registration yields incomplete or inaccurate data
- ❖ Insufficient and/or inaccessible clinical documentation
- ❖ Physicians not focused on revenue process
- ❖ Inaccurate or untimely billing

## Departments/Functions Reviewed and Analyzed

- ✓ Admissions
- ✓ Outpatient registration
- ✓ Private referrals
- ✓ Ambulatory surgery
- ✓ Pre-surgical testing
- ✓ Patient financial/insurance consultation/enrollment management
- ✓ Clinical documentation/physician practice
- ✓ Medical coding
- ✓ Health Information Management (Medical Records)
- ✓ Billing/Accounts Receivable/Collections/Denial Management
- ✓ Utilization Review/Case Management
- ✓ Information technology

## V.A. Participants

- ✓ V.A.-Experienced Facilitators
- ✓ Hospital Departmental Staff
  - Patient Accounts
  - Registration from Major Departments
  - Admitting
  - Utilization Management
  - Health Information Management
  - Billing/AR
  - Information Services
  - Physicians
- ✓ Consultants (Typically 3)
  - Healthcare Revenue Specialist
  - Managed Care Revenue Specialist
  - Healthcare IT Systems

