

CONSULTING SERVICES

experience **ideas** // Health care organizations have a variety of operational areas to assess, monitor and potentially improve. How can you consistently oversee all these functions while providing the care patients need? **You need ideas.** We can help. The 590 CPAs, advisors and dedicated staff of BKD National Health Care Group understand the rules and regulations that govern your organization. They can offer the insights and expertise you need, all with a simple commitment to unmatched client service. **Experience how our ideas can help your organization.**



OPERATIONS MANAGEMENT

The consultants with BKD National Health Care Group are committed to helping hundreds of organizations like yours work to implement proper operations management. We understand your industry, as well as the changes required to comply with new health care regulations, and we can bring ideas and solutions to the table. We can help you make positive changes in your organization operations that could improve your bottom line.

WHO COULD BENEFIT?

- Medical practices
- Federally qualified health centers
- Rural health clinics

INDICATORS OF NEEDED SERVICE

- Key performance indicators below best practice for the industry or showing declining trends
- Decreasing patient service revenue
- Deteriorating financial status
- Increasing expenses
- Questions about expenses and areas for potential reduction

- Compliance concerns
- Significant growth
- High or recent staff turnover
- Desire to reduce staff and/or gain efficiencies
- Low provider productivity
- Lack of defined processes and procedures
- Potential to develop training or quality improvement programs

BKD can provide operational consulting services and revenue cycle assessment services to help.

BKD SOLUTIONS

In today's fiscal environment, proactive organizations are seeking assistance in testing the effectiveness, efficiency and compliance of existing processes. BKD can offer an unbiased, results-oriented approach to analyzing various aspects of operations. Areas we can assist in assessing and improving include:

- Key performance indicators
- Provider productivity
- Billing processes and procedures
- Accounts receivable
- Coding
- Collection techniques

590 **ADVISORS** 

Experience a clear point of view from approximately 590 professionals focused on the health care industry.

- Denial management
- Staff ratios, responsibilities and cost
- Front desk operations
- Patient scheduling processes
- Registration
- Customer service interaction
- General operating costs
- Potential lost revenue
- Fee schedules
- Insurance enrollment
- Training and education

You decide what final deliverable best suits your needs. BKD consultants will work with you to provide various options and tailor a deliverable for your organization. Popular options include a summary letter, action plan, assessment tools and training programs.

Our training programs can include tools in addition to slide show presentations and can be taught on site if desired.

POTENTIAL BENEFITS TO YOUR ORGANIZATION

- Improve understanding of reasons for claims being denied, which can result in fewer denials
- Improve front desk process

- Decrease accounts receivable over 90 days
- Identify potential sources of lost revenue
- Identify key functions of billing processes that are not occurring or are incorrect
- Improve timeliness of payments due to decreased time from claim submission to payment
- Gain consistency in operations through written policies
- Increase provider productivity
- Increase patient satisfaction
- Decrease expenses
- Increase provider satisfaction
- Increase patient service revenue
- Reduce risk for potential errors due to documented guidance
- Establish a basis for a training program
- Align employee guidance with management expectations
- Reduce patient/provider complaints
- Find potential efficiencies in operations due to consistent and appropriate procedures
- Find potential unnecessary processes
- Promote staff satisfaction through job understanding
- Increase staff retention

3400 CLIENTS

Experience insight with a health care group that works with approximately 3,400 providers and has professionals trained in the industry.

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