

Revenue Performance Improvement Consulting

Re-engineer the revenue cycle for what's next in health care

In today's evolving health care marketplace, growing pressures from new payment structures and new performance measures under health care reform can severely hamper an organization's operating margin. nThrive's Revenue Performance Improvement Consulting redesigns the core components of the revenue cycle so that financial performance is improved and operates within a best practice environment. nThrive engagements are customized to suit any organization's unique challenges—with proven results of between 1 and 5 percent margin improvement.

Engage as needed

Unlike traditional revenue cycle transformation programs that typically only focus on the highest ROI areas, nThrive uses a comprehensive approach that follows every aspect of an account—from patient access to case management, to financial counseling, revenue integrity, to health information management and patient financial services—to improve overall business performance. nThrive initiatives can be either targeted or global, based on each facility's needs and range from the following:

- **Revenue cycle assessments** – An analysis of existing systems and practices, which includes extensive interviews of key staff, process observations, account sampling, a charge audit, process flow evaluation, policy review and data analysis/benchmarking with recommendations for a redesign
- **Targeted performance improvement programs** – Short-term consulting engagements that focus on two to three designated areas to jump start cash flow and improve net revenue

- **Global performance improvement programs** –

Comprehensive consulting engagements that span the revenue cycle and apply a customized mix of solutions for process improvement, cost reduction, cash acceleration, technology enhancement, assessment and clinical documentation improvement

Tap a wealth of resources for optimal results

nThrive leverages a highly experienced consulting team that uses technology-enabled services to improve performance across all revenue cycle functions. Tools can be applied in any combination and layered with comprehensive accounts receivable (A/R) services to immediately impact cash flow. nThrive resources include:

- A team that includes former hospital operators and professional consultants with deep managed care and government program knowledge, experience in nearly all health information systems and an average tenure of 12 years
- An extensive breadth of integrated software solutions to help automate key revenue cycle functions, including patient access, clinical documentation, charge master and charge capture, remittance, denial and contract management solutions
- nThrive works with existing technologies, optimizes workflow and improves performance
- An off-site Extended Business Office Services team that provides supplemental support to liquidate aged accounts and drive an immediate reduction in A/R days

Implement sustainable change

nThrive consulting augments and empowers an organization's team with process redesign, hands-on training, leave-behind technologies and enhanced reporting to build and maintain staff accountability. This approach centers around a direct partnership with the client's management staff to foster buy-in and true knowledge transfer for sustainable results.

- Development of systematic action plans to address issues negatively impacting revenue and cash flow
- Comprehensive staff education programs
- In-depth management reports
- Comprehensive analysis of your health system's service activities that impact the revenue cycle
- Quantified existing A/R performance and current A/R valuation to prioritize key activities/initiatives to maximize speed to cash liquidation



1-5%

Margin
improvement
results with
nThrive
customized
engagements



Engage with nThrive

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