



Thinking Outside the Box: Leveraging Education to Drive Patient Access Initiatives

nThrive Speakers Bureau // Sample Presentation



Agenda

- Introduction
- The Patient Access Workforce Challenge
- The Transitions Concept
- The Education Approach
- Next Steps
- Questions

How To Do It



Assessments



**Mobile e-Learning
Courses**



**Simulators
and Labs**



Social Gaming



Webinars



**Performance
Analytics**



Smartphone Apps



DNA Community



**Onboarding and
Transitions**

Current Situation

According to a report from InstaMed, 74% of providers saw an increase in patient financial responsibility in 2015.

Industry estimates show that between 45% to 90% of claim denials could be prevented by obtaining accurate patient information at patient intake.



- Frontline staff do not have work experience and receive little on-the-job training.
- Patient Access representatives earn a median salary of \$31,700.
- Typical education is high school diploma or equivalent.
- Job demand for 2014–2024 is 10% higher than average.

Source: Department of Health and Human Services; Bureau of Labor Statistics

Patient Access Education

PATIENT - TO - PAYMENT

How does Patient Access impact the revenue cycle?

Patient Access

=

Jump-starts the
revenue cycle

Gatekeeper

EDUCATION

- ✓ Brings value to the position
- ✓ Emphasizes the IMPORTANCE of the Patient Access role
- ✓ Goes beyond point-and-click teaching



Patient Access teams need to understand how the hospital works and their distinct role in providing patient care.

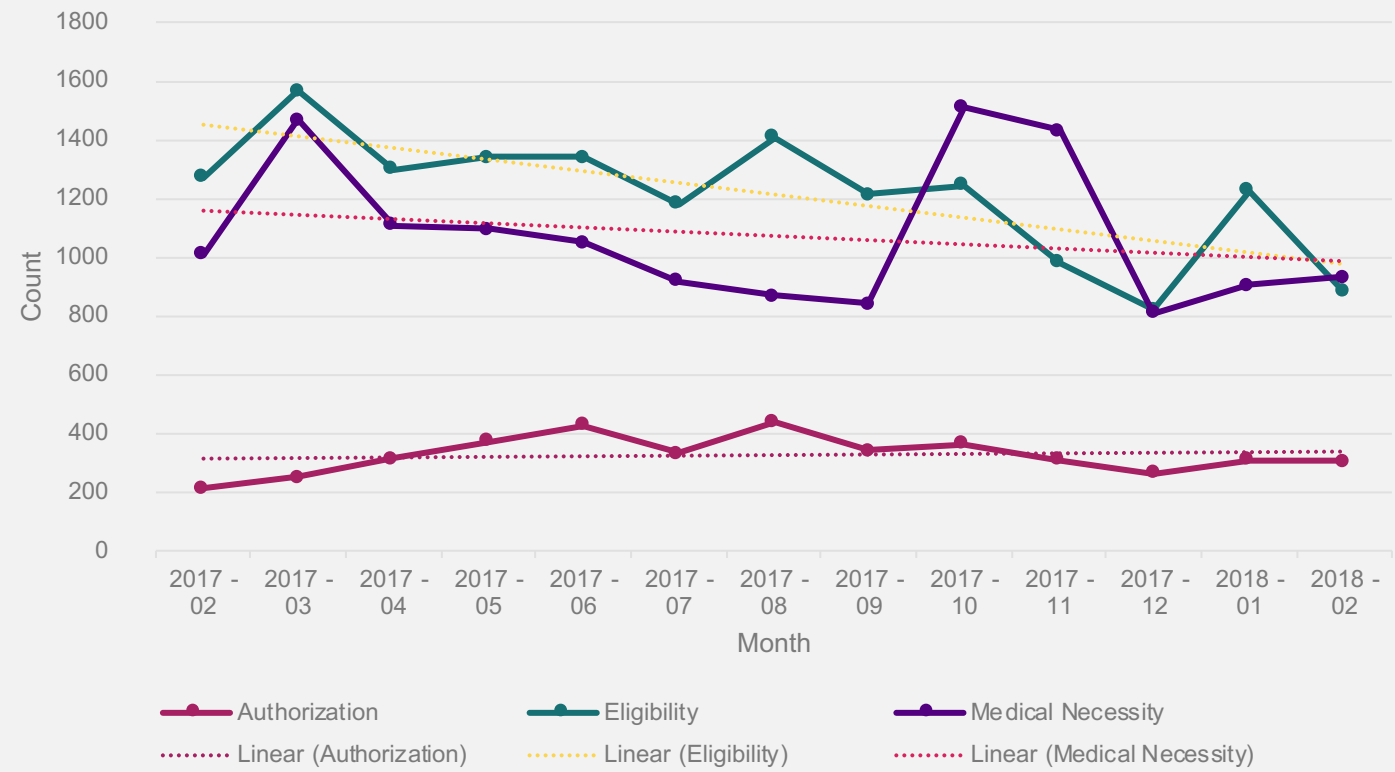


Remember: Key performance indicators are linked to Patient Access education.

The Results and ROI

Denials
Trends
13
months

Denied Count by Denial Reason





From Patient-to-Payment,SM nThrive empowers
health care for every one in every community.[®]

To secure nThrive speakers, please contact speakers@nthrive.com