

Launch a systematic search for opportunity within your revenue cycle

The Cymetrix Gap Analysis process gives you a clear understanding of where you stand today, so you can prepare for revenue cycle enhancements tomorrow. Choose from a variety of capabilities that enable you to:

- Establish the present state of your processes
- Identify the most productive areas for improvement
- Compare your existing competencies with those required

AN ADAPTIVE PROCESS FOR ON-SITE ASSESSMENT

With flexibility similar to that afforded by Cymetrix Adaptive Revenue Cycle solutions, the Cymetrix Gap Analysis process can vary depending on the specifics of your hospital and the business conditions that surround it. To get started, our team will gather operational and financial data to diagnose areas of opportunity. The following are typical of on-site activities.

Department Walk-Through

Visually examines a variety of your facility's operations, commonly including:

- Patient Access Department
- Pre-Registration Services
- Registration Functions
- Cashiering Area
- Health Information Management
- Clinical Coding
- File Management
- Transcription Services
- Patient Financial Services
- Claims Submission
- Account Follow-Up
- Cash Posting
- Denial Management

Provides big-picture overview of your facility's operations.

Interviews with Key Personnel

Identifies individuals currently participating in the processes to be analyzed, and obtains their knowledge through personal dialogs. Positions typically interviewed include:

- Chief Financial Officer
- Patient Financial Services Director
- Billing Manager
- Patient Access Manager
- Outpatient Registration Manager
- Health Information Management Director
- Coding Supervisor
- Selected Billing Staff Members
- Selected Patient Account Representatives
- Selected Collectors
- Selected Financial Counselors
- Selected Insurance Verification Staff Members

Leverages insights of personnel best positioned to know the details of your hospital's processes.

Workflow Documentation and Evaluation

Documents current workflow processes based on information gained during the Walk-Through and Interview portions of the assessment. Processes evaluated may include:

- Patient Access
- Health Information Management
- Patient Financial Services
- Current Technology Solutions

Enhances understanding and analysis, and clearly indicates processes with potential for significant improvement.

Accounts Receivable and Financial Analysis

Estimates potential for cost reductions and performance improvements through outsourcing or blended sourcing of current operations.

Analysis include:

- Current state of receivables
- Potential for receivables improvement
- Other financial items impacted by receivables
- Current cost structure of operations

Provides a clear picture of potential return on investment from process improvements in this segment of your revenue cycle.

Invest a few minutes to learn more

For additional information on any of the Cymetrix Adaptive Revenue Cycle solutions, or a complimentary Gap Analysis to help increase your cash flow and lower expenses, please contact Cymetrix at **800-308-4940**.

