KENTUCKY

NIATx-SI: Business Practices for the Future Learning Collaborative

Fee-for-Service Cohort II

Level II-Day One 1/30/12

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| Time | Title | Presenter |
| 8:30am -9:00am | ***Continental Breakfast***  Registration and survey | All |
| 9:00am-9:15am | Welcome (5 minutes)  Overview of the two day workshop (5 min.)  Housekeeping (5 minutes) | Lynn Posze  Jeanne Pulvermacher |
| 9:15am-9:45am | Introductions  **Round Robin: everyone introduces themselves** (30 minutes)   * Name * Organization Name and Location * Your role * *What part of the bike do you represent* | Elizabeth Strauss |
| 9:45am-10:00am | Affordable Health Care Act (15 minutes)   * Overview * Busting Myths - What does reform look like for ***you*** in your state * Strengths and Barriers | Lou Podrasky  Lou Kurtz |
| 10:00am-10:15am | Break |  |
| 10:15-10:45am | Geography is Destiny  ***Why Here? Why Now? Burning Platform***  **2 rounds of 5 minutes each** (15 minutes)   * Pair up and share your expectations of the workshop. **Add a wild prediction** of the best possible outcome **for the collaborative**, should your expectations be met. Which payer would you like to be billing better? Be as specific as possible, and encourage silliness or fun if you want. * Repeat with one other person   **Facilitated Call Out- log onto flip chart** (10 minutes)  *Save Notes/Review at the end of the workshop* | Jeanne Pulvermacher  Lynn Posze |

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Level II- Day One

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| Time | Title | Presenter |
| 10:45am-11:45am | Billing Operations and the NIATx Way  Review Billing Guide Steps 1-5 | Elizabeth Strauss |
| 11:45am-12:30pm | LUNCH |  |
| 12:30-1:15pm | Review Billing Guide Steps 5-8 | Elizabeth Strauss |
| 1:15-2:00pm | Exploring New Business Models (15 minutes)  **Discussion at each table; What does that mean to you? To your team?** (15 minutes)   * What services do you provide that are most profitable? * Which third party payer do you work with and have the most denials? Why? * Which third party payer is easiest to work with? Why? * Other?   **Chalk talk exercise using the following questions:** (15 minutes)   * I think our agency does the best job at providing the following customer services. * In relationship to billing we are champions at doing the following? * Our biggest barrier to increasing collections is?   **Report out on discussion** (10 minutes) | Jeanne Pulvermacher  Lynn Posze |
| 2:00pm-2:15pm | Break |  |
| 2:15-3:45pm | Nominal Group Technique (NGT)  Create NGT questions using the barriers described noted on Chalk Talk exercise | Elizabeth Strauss |
| 3:45-4:00pm | * *Leading Change with the Dancing Guy (video)* * *Check in- what shall we change to make tomorrow better?* | Jeanne Pulvermacher |

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NIATx-SI: Business Practices for the Future Learning Collaborative

Fee-for-Service Cohort II

Level II - Day Two 1/31/12

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| Time | Title | Presenter |
| 8:30am-9:00am  9:00am-9:30am | ***Continental Breakfast***  Review of the NIATx Change Model Who’s who in Process Improvement? | Jeanne Pulvermacher  Elizabeth Strauss |
| 9:30-10:30am | Experience small scale rapid Plan-Do-Study-Act (PDSA) change cycles with the Ball Pass Exercise | Lynn Posze  All |
| 10:30-10:45am | BREAK |  |
| 10:45am-11:45am | Designing Change Projects  Overview of the Change Project form   * How to use the change project form for Designing or Changing Processes   Teams begin to fill out the change project form and review with coach | Elizabeth Strauss  All |
| 11:45 -12:30pm | LUNCH |  |
| 12:30pm – 1:15pm | Flow charting – Who does what in your organization? (Use Billing chart on p. 9) | Lynn Posze |
| 1:15pm-1:45pm | How to measure the impact of change:  Teams fill out the data measurement worksheet (Refer to Dashboard) | Elizabeth Strauss |
| 1:45pm-2:00pm | 5 Steps to ensure a successful Collaborative   * Capture the wisdom of the Change Team and Collaborative participants * Be willing to share and exchange ideas * Participate actively and dialogue * Share and copy best practices * Divide work tasks and empower others to help | Jeanne Pulvermacher |
| 2:00pm-2:30pm | Review  Committing to the NEXT Steps | Elizabeth Strauss  Lynn Posze |