

Fee-for-Service

Please do the following **two** steps.

Step 1




Turn **off** or **mute** your computer speakers.

Step 2



Call the conference line
1-888-291-0079
Access code **5972 659#**
*Press *6 to mute &
#6 un-mute your phone*

Telling Your Story

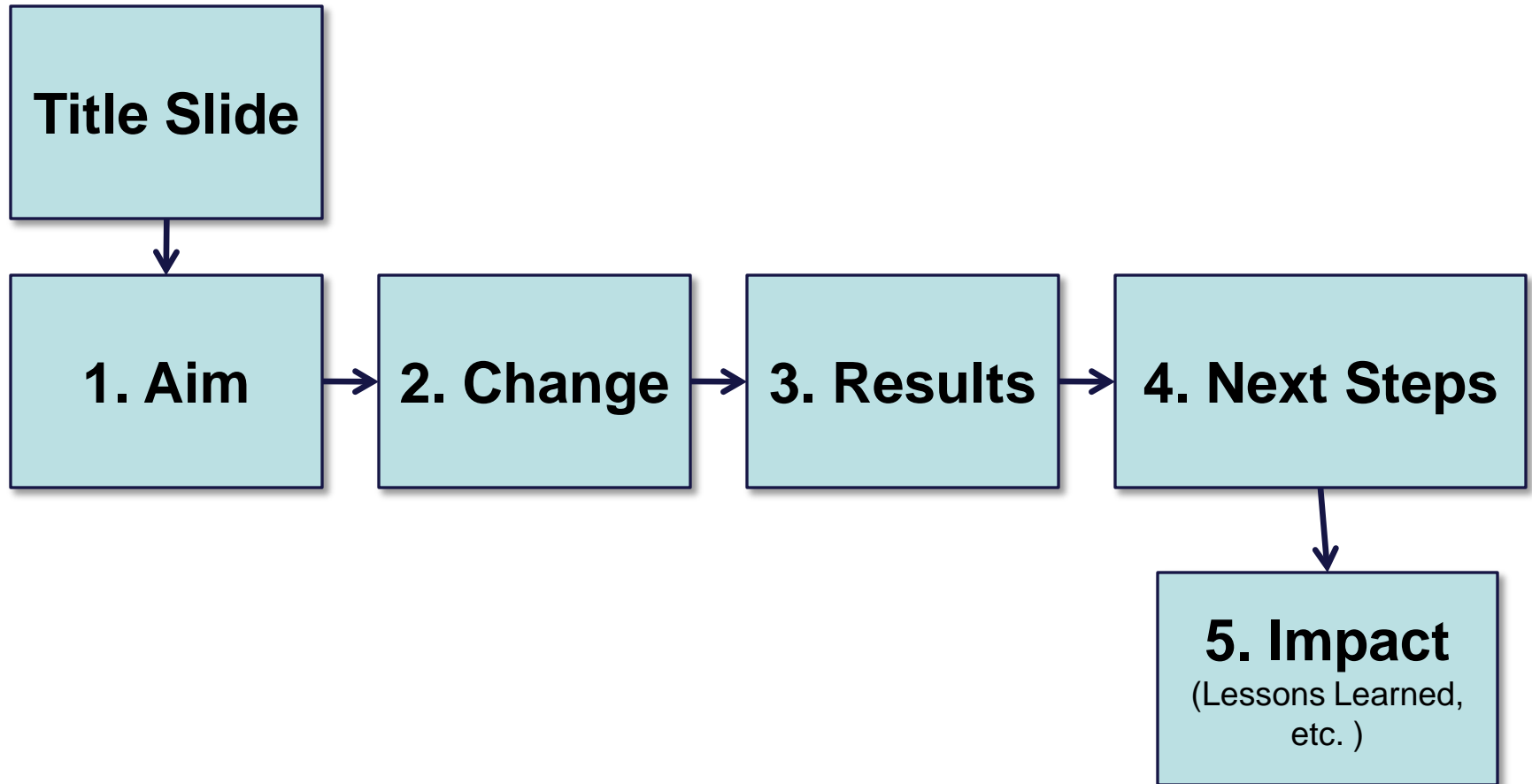
A microphone on a stand is positioned in the center of a stage, illuminated by a spotlight. The background consists of heavy red curtains. A speech bubble is located to the right of the microphone.

Is this
thing on?

Using the NIATx 5x5 Template

What is a **5x5**?

Five minutes to present five Power Point slides which tell your story.



Title Slide

Include the following:

- ✓ Title of the change project
- ✓ Organization Name
- ✓ Location
- ✓ Change Team Member Names



Slide 1

- ✓ State your aim
- ✓ Include your goal (measure)
- ✓ Length of the project

Slide 2

Changes

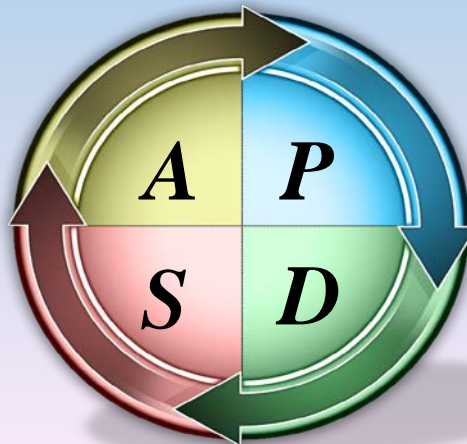
Briefly describe the changes that you made

1st PDSA cycle

2nd PDSA cycle

3rd PDSA cycle and so on.....

from your change project form



Slide 3

Results

Include the following:

- ✓ Data
- ✓ Visual such as graphs, pie charts, or columns
- ✓ Business Case
- ✓ The Aim statement
- ✓ The timeline

Slide 4

Next Steps

What will you do to sustain the changes?

What will you do for your next change project?

Slide 5

Impact

Describe the Business Case

More efficient use of resources, less waste

Improved customer satisfaction

Improved staff satisfaction

Increase in revenue

More customers served, etc.



**Some
Examples**

Lessons Learned

Small changes add up to big improvements, etc.

Staying Afloat

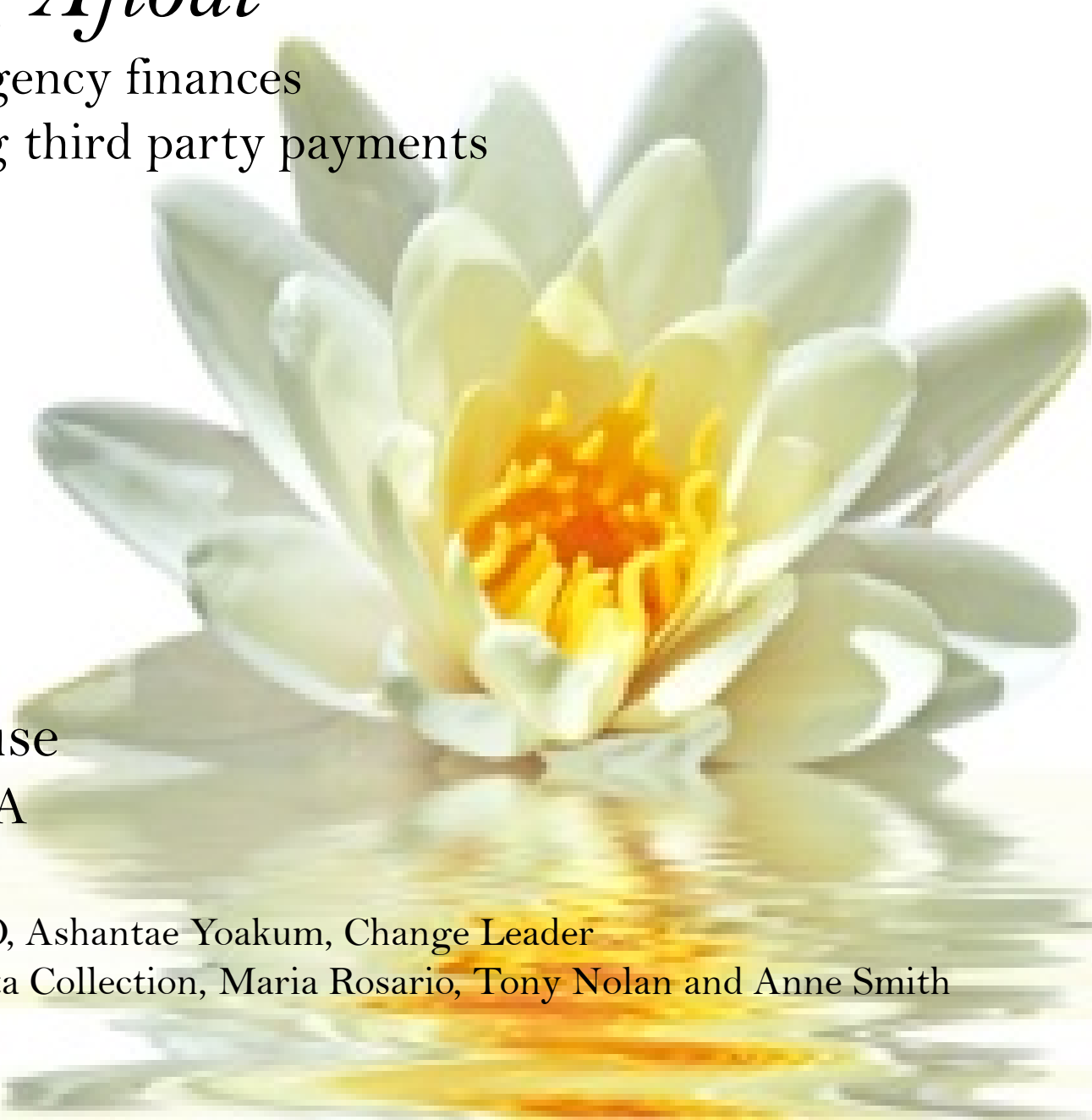
improving agency finances
by increasing third party payments

Shanti House
Port Lucy, CA

Team Members

Lily Martin, CEO, Ashantae Yoakum, Change Leader

Eric Cooper, Data Collection, Maria Rosario, Tony Nolan and Anne Smith



Aim Statement

To Increase Medicaid payments
from \$0 to \$2,000.

Project Dates: February 2012 – September 2012



Changes

Flow chart the current process used for patient flow and match those steps to the NIATx 8 step billing model. Write an intake script that includes requesting insurance information. Do the pilot test from page 7

Contact the Medicaid office – accounting and intake staff attend the Medicaid training workshop. * noted that not all clinicians are certified for Medicaid.

Using the Pilot test information and Medicaid info. rewrite the intake script for requesting insurance information. Make sure patient flow matches billing flow. Assign patients to proper clinician.

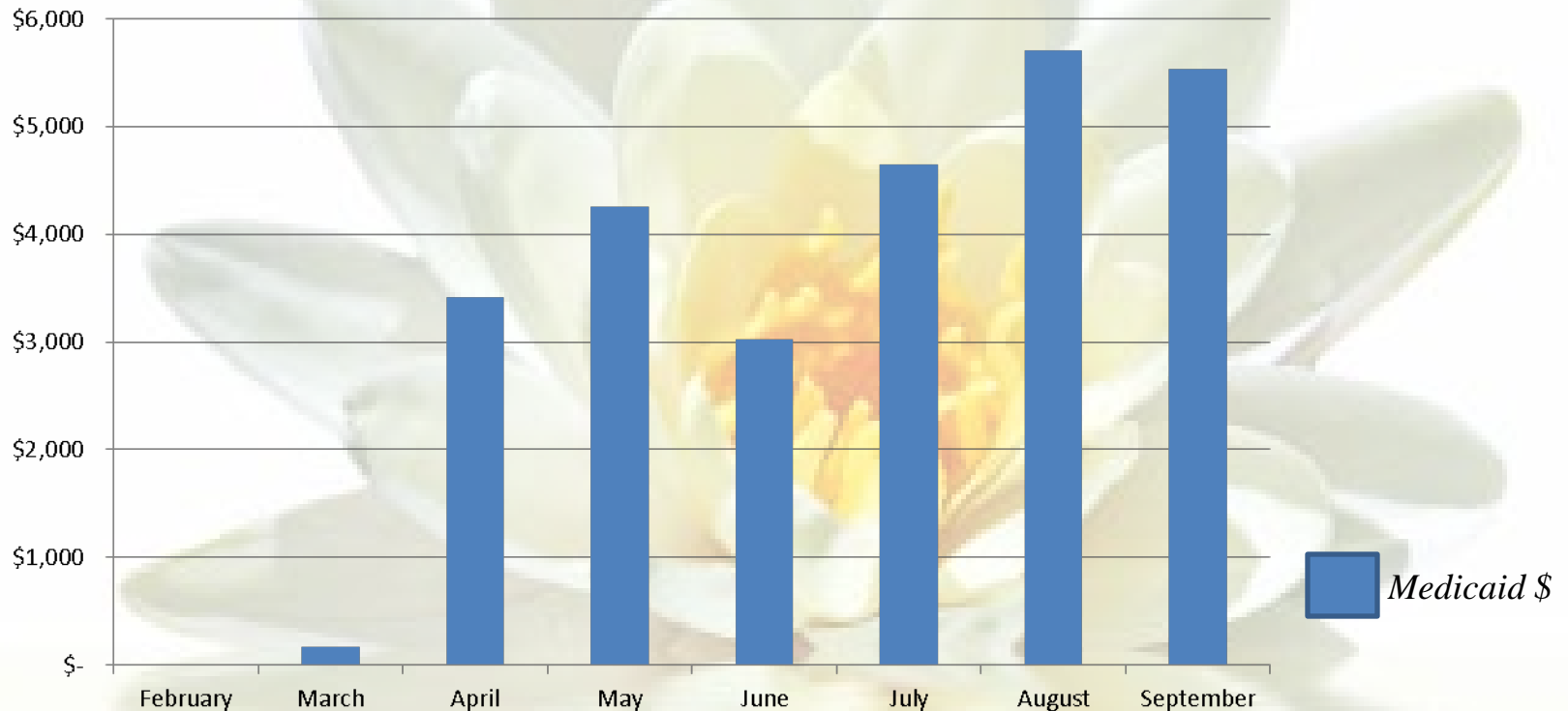
Work with IT to integrate current EHR system to include the Medicaid authorization form. Train clinicians on how to enter clinical notes using key words required for Medicaid and third party insurers. Identify why claims were not paid: incorrect clinician, wrong codes used

Create a video and 2 page intake packet to help customers better understand their benefits and payments. After first appointment customers work with “trained team members” to discuss their benefit and treatment options to maximize payment.

Currently we are working on collecting co-payments and collections.

Results

Medicaid Payments



We exceeded our goal which was to increase Medicaid payments from \$0 to \$2,000 by September 2012.

Next Steps



- We will continue to ask customers if they have insurance and focus next on invoicing the most popular private insurance
- Staff sees the need to bill insurance. More money is making the agency better.
- Hire an accounting intern to help assist with the billing services to make sure we are collecting as much as possible for each service. Work on collecting co-payments and outstanding collections.
- Investigate how we train workforce to be certified to bill Medicaid and third party insurance
- Next we can start to look at pay increases!

Impact



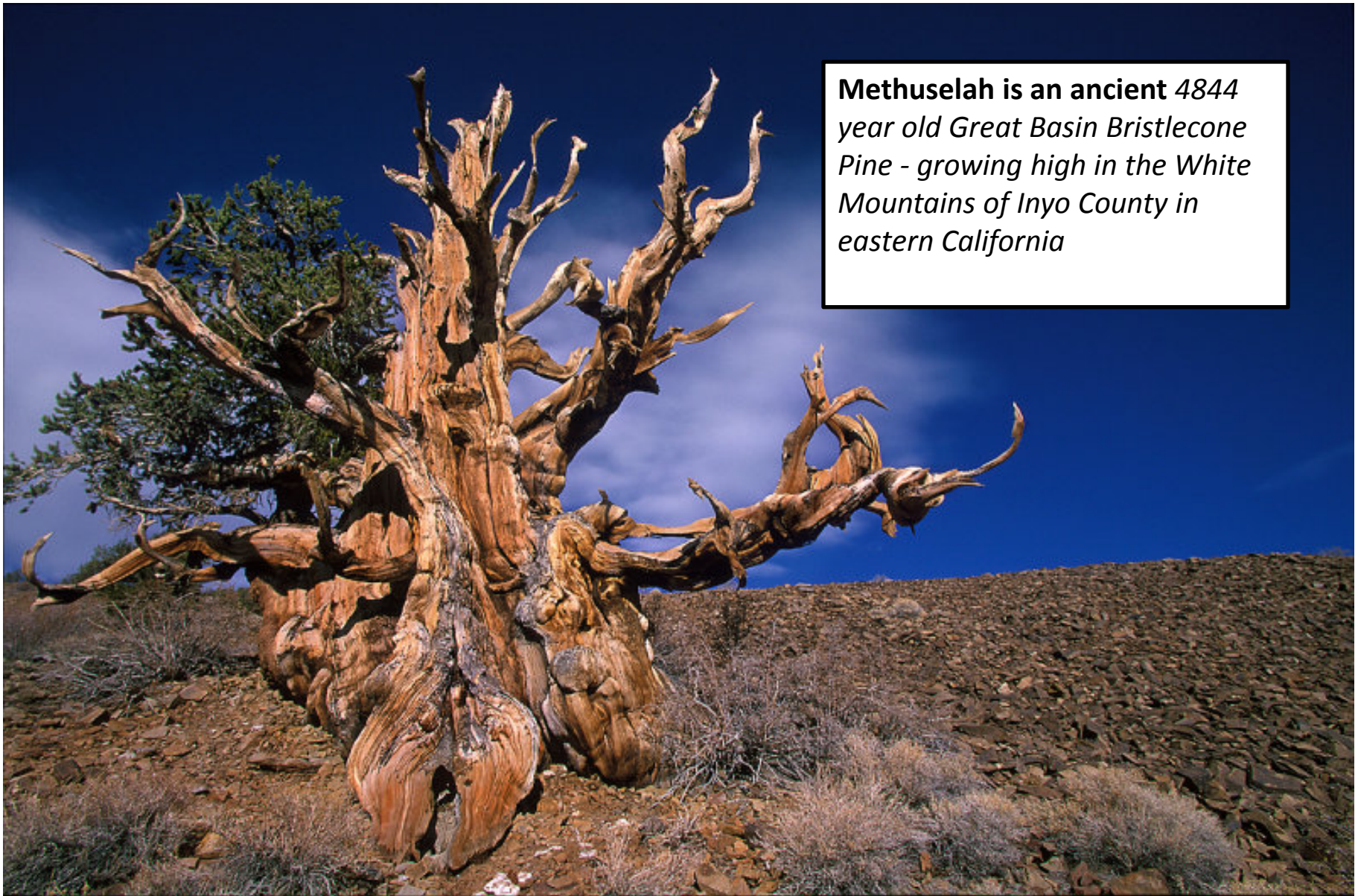
- CEO designated \$1,000 to paint the building and replace the carpet in the group therapy room – the facility looks much better
- Improved staff morale - Staff sees the need to bill insurance. More money is making the agency better.
- Including the patients and families in the care plan and reviewing benefits has made an impact. Families enjoy having that time and are able to ask questions they were afraid to ask before. Patients and Families talk to us more.



NIATx™

Sustainability of this change and beyond

Reduce Waiting Times & No-shows • Increase Admissions & Continuation



Methuselah is an ancient 4844
year old Great Basin Bristlecone
Pine - growing high in the White
Mountains of Inyo County in
eastern California

Why think about it?

Grow and develop stronger systems

Evolve and be responsive to surrounding activities

Not revert back to the old way of doing things

Sustaining the Gains

- Describe the change you want to sustain
 - ✓ Change Project Form
 - ✓ 5X5 story
 - ✓ Elevator Speech

Sustaining the Gains

- What organizational structures can you put in place to help preserve the process improvements that you have made?
 - ✓ File completed change projects
 - ✓ Appoint a sustain leader
 - ✓ Reward team for continued improvement
 - ✓ Incorporate new processes in policy manual
 - ✓ Train new staff
 - ✓ Acknowledge and recognize improvements

Sustaining the Gains

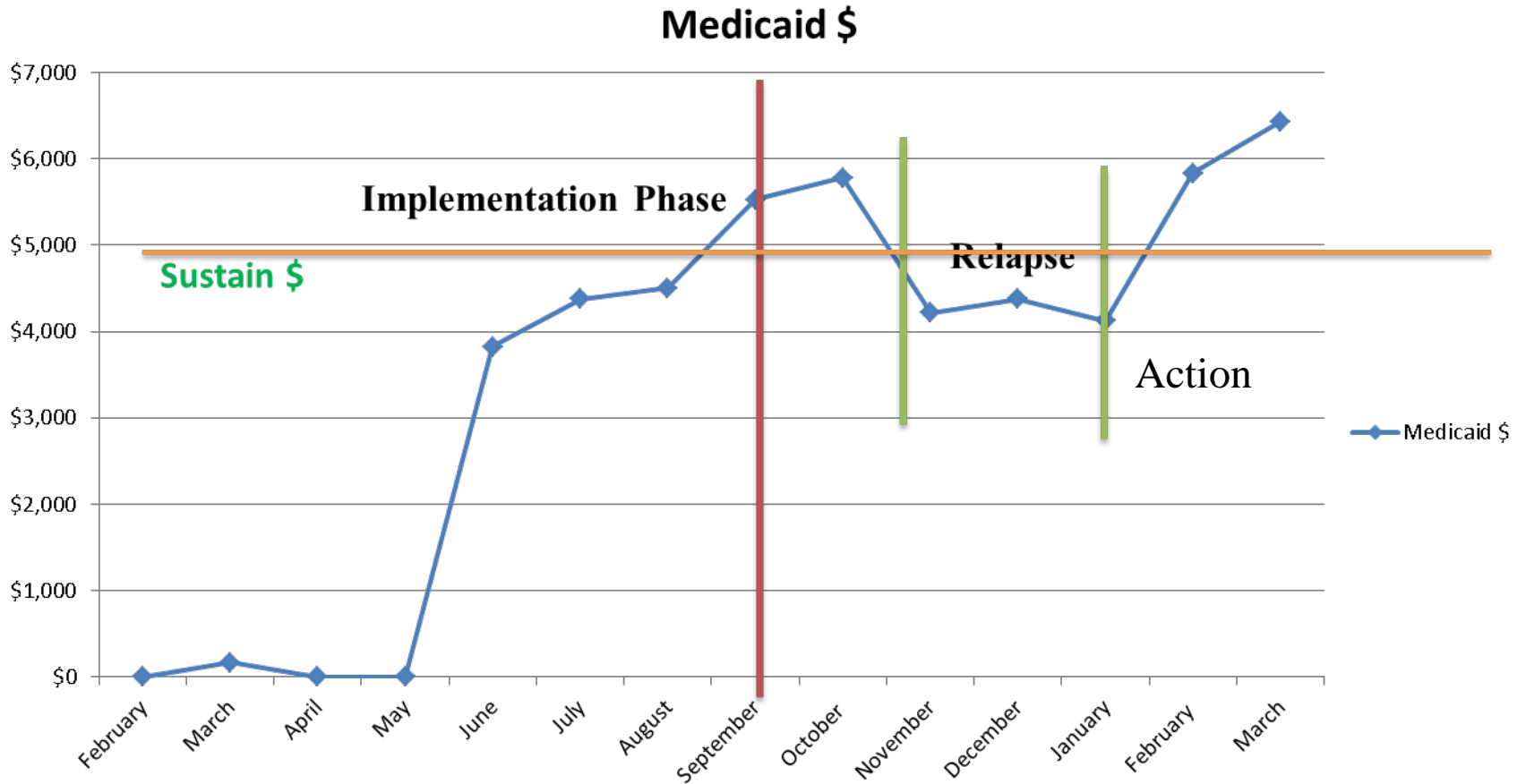


- What are the ongoing data needs that will help the organization know if the change is being sustained?
- Who will gather the data?
- Who will review it?
- Is there a standard meeting that this discussion could be incorporated into?

Sustaining the Gains

- What is the business case and strategic advantage for the improvement you want to sustain?
 - ✓ Incorporate into development plans
 - ✓ Tie into the mission statement
 - ✓ Review the impact slide from the 5X5
 - How many people are impacted?
 - Did this make the organization better?
 - Did it reduce expenses?
 - Did it increase revenue?

An Example: Sustaining Collections for Medicaid



Fluctuation is the norm and is OK within a given range – once outside the upper limit of this range, sustainability is compromised and action should be taken immediately.

How to fix it?

- Assess why it is happening
- Complete another walk-through of the process
- Identify a PDSA to fix it
- If necessary re-enlist the “old” change team or form a new change team
- Celebrate when team achieves the goal

Start another change project.

- ✓ Pick another process to improve that you identified
- ✓ Pick a new powerful change leader and help them learn the NIATx model of process improvement
- ✓ The two of you, talk about your change ideas with the Executive Sponsor
- ✓ Identify an Aim
- ✓ Invite the change team members.....



Congratulations