# 2021 Revenue Cycle Learning Collaborative

## May to June 2021

brought to you by

**NATIONAL ASSOCIATION OF Community Health Centers ®**

This national learning collaborative is a program managed by NACHC. To thank you for your participation there will not be any charges for the training. The target audience for this offering are Revenue Cycle Leads, Front Office managers and support will be needed from IT managers.

## 3 Curriculum Components

**All Virtual Training Sessions (2):**

- Two 2 hours kick off meeting at the beginning of the learning collaborative designed for participants to engage and learn through shared experiences and cases studies.

- A two hours training training at the end of the Learning Collaborative designed for participants to summarize their learning during the Learning Collaborative and create a personal action plan to use as a guide as they continue their professional development beyond the two month program

**Interactive Webinars**

- A virtual classroom designed to provide expert coaching and peer to peer interaction

**Online Community**

- A "safe space" where learning collaborative cohorts learn from the experiences of others while also sharing ideas, knowledge and practices

You will use the real-life challenges you are facing today to develop strategic leadership skills, health center knowledge, and peer contacts that you can use now and throughout your career.

To ensure that the group size is small enough to foster connections and meaningful participation, the Learning Collaborative is limited to 25 participants.

## Learning Collaborative Learning Objectives:

➤ Participants will identify and apply effective communication skills and techniques for building beneficial interpersonal relationships to lead others toward common goals.

➤ Participants will demonstrate the ability to prioritize and make strategic decisions using appropriate data.

➤ Participants will identify and utilize key strategies to ensure productive revenue cycle functions.

| The Learning Collaborative-At-a-Glance | | |
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| **May 6, 2021** | **May - June 2021** | **June 24, 2021** |
| Kick off meeting VIA Zoom | Webinars and Self-Paced Modules | Closing Meeting VIA Zoom |

# 2021
# Revenue Cycle Learning Collaborative

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| **Kick Off**<br><br>May 6, 3-5pm EST | Convene the learning community and support participants' ability to understand and apply the Plan-Do-Study-Act framework to create pilot projects that allow a structured method of improving revenue cycle functioning and outcomes. |
| **Leadership and Communication Skill Development Webinar**<br><br>May 13, 3-5pm EST | Participants will identify and apply effective leadership skills and competencies such as: demonstrating effective communication skills, building beneficial interpersonal relationships, distinguishing ways to adjust one's leadership style based on the situation, and displaying the critical thinking skills and abilities to lead others toward common goals. |
| **Key Performance Indicators Webinar**<br><br>May 27, 3-5pm EST | **Key Performance Indicators for the Revenue Cycle**<br><br>*Take Home Exercise*<br><br>Select a KPI to impact using the Plan-Do-Study-Act framework.  You will share a short summary of your PDSA project at the Close Out session on June 24. |
| **Data and Reporting Webinar**<br><br>June 3, 3-5pm EST | **Facilitated Discussion on how to improve reporting**<br><br>*Pre-work exercise that will be discussed during this webinar*<br><br>• Review your health center reporting package<br>• List out Key performance indicators you would like to capture<br>• List out challenges in putting together your revenue cycle reports |
| **Denial Management Webinar**<br><br>June 10, 3-5pm EST | **Denial Management**<br><br>*Take Home Exercise*<br><br>• Outline your denial management process |
| **Final Session**<br><br>June 24, 3-5pm EST | **Pulling it all together**<br><br>*Share a summary of your PDSA project*<br><br>• What KPI did you select<br>• How did you undertake a PDSA project to impact the KPI?<br>• How did you apply leadership and communication to support your project?<br>• What did you learn? |

## How to Apply and Register

Acceptance into the Learning Collaborative is a two part process: application and then registration.

1.  Complete the application at this link **https://nachc.co1.qualtrics.com/jfe/form/SV_ahmdNVNZqifWDPM**

2.  Our staff will e-mail you from trainings@nachc.org, confirming that your application is received. Applications will be reviewed by the course faculty, and you will be notified of your status into the program within 7-10 business days of submission.

3.  Applications will be accepted on a rolling basis until course is full (25 participants). A waiting list will be developed once the course has reached capacity, and wait listed registrations will be giving priority registration to either fill a cancellation spot.