

# 2021 Revenue Cycle Learning Collaborative

<p><b>Kick Off</b> May 6, 3-5pm EST</p>	<p>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.</p>
<p><b>Leadership and Communication Skill Development Webinar</b> May 13, 3-5pm EST</p>	<p>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.</p>
<p><b>Key Performance Indicators Webinar</b> May 27, 3-5pm EST</p>	<p><b>Key Performance Indicators for the Revenue Cycle</b> <i>Take Home Exercise</i></p> <p>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.</p>
<p><b>Data and Reporting Webinar</b> June 3, 3-5pm EST</p>	<p><b>Facilitated Discussion on how to improve reporting</b> <i>Pre-work exercise that will be discussed during this webinar</i></p> <ul style="list-style-type: none"> <li>• Review your health center reporting package</li> <li>• List out Key performance indicators you would like to capture</li> <li>• List out challenges in putting together your revenue cycle reports</li> </ul>
<p><b>Denial Management Webinar</b> June 10, 3-5pm EST</p>	<p><b>Denial Management</b> <i>Take Home Exercise</i></p> <ul style="list-style-type: none"> <li>• Outline your denial management process</li> </ul>
<p><b>Final Session</b> June 24, 3-5pm EST</p>	<p><b>Pulling it all together</b> <i>Share a summary of your PDSA project</i></p> <ul style="list-style-type: none"> <li>• What KPI did you select</li> <li>• How did you undertake a PDSA project to impact the KPI?</li> <li>• How did you apply leadership and communication to support your project?</li> <li>• What did you learn?</li> </ul>