

2024 Revenue Cycle Learning Collaborative

April 30 - June 11,
2024



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 Interactive Webinars (6):

- A virtual classroom designed to provide expert coaching and peer to peer interaction
- A kick-off meeting at the beginning of the Learning Collaborative designed for participants to engage and learn through shared experiences and best practices on key performance indicators.
- A peer-to-peer showcase session at the end of the Learning Collaborative designed for participants to share their pilot projects with one another.

Individual pilot projects

- Training and support to promote revenue cycle process improvement in each participant's health center.

Online Community

- A "safe space" for Learning Collaborative members to share ideas, knowledge and practices with each other.

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 50 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

April 30, 2024	May 2024	June 11, 2024
Kick-off meeting VIA Zoom	Webinars and Pilot Projects	Closing Meeting VIA Zoom

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<p>Key Performance Indicators Webinar April 30, 3-5pm ET</p>	<p>Convene the Learning Collaborative and provide expertise and best practices on Key Performance Indicators (KPI) for the Revenue Cycle. Participants are expected to select 1 or more KPIs to address with a process improvement pilot project.</p>
<p>Process Improvement Skill Development Webinar May 2, 3-5pm ET</p>	<p>Participants will be able 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><i>Take Home Exercise:</i></p> <ul style="list-style-type: none"> • Review your health center reporting package • List out Key performance indicators you would like to capture • List out challenges in putting together your revenue cycle reports
<p>Leadership & Communication Skill Development Webinar May 7, 3-5pm ET</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>Denial Management May 9, 3-5pm ET</p>	<p>Denial Management Expertise and Best practices</p> <p><i>Take Home Exercise</i></p> <ul style="list-style-type: none"> • Continue working on your PDSA projects
<p>Data Reporting May 14, 3-5pm ET</p>	<p>Peer to Peer Sharing and Facilitated Discussion on how to improve reporting <i>Take Home Exercise that will be discussed during this webinar</i></p> <ul style="list-style-type: none"> • Review your health center reporting package • List out Key performance indicators you would like to capture • List out challenges in putting together your revenue cycle reports
<p>Office Hour(s) May 16, 3-5pm EST & May 21, 3-5pm ET</p>	<p>Office Hour(s) (Attendance is Optional)</p> <p>Participants will have the opportunity to engage faculty and one another via this platform for support and guidance tailored to their needs. Whether seeking clarification on concepts, feedback on project progress, or simply wanting to brainstorm ideas, participants can leverage this session to enhance their understanding and prepare for the upcoming closeout.</p>
<p>Capstone Closeout June 11, 3-5pm ET</p>	<p>Pulling it all together - Participant Project Showcase Share a summary of your PDSA project</p> <ul style="list-style-type: none"> • What KPI or Revenue Cycle Challenge did you select? • How did you undertake a PDSA project to impact which KPIs or Revenue Cycle Challenge? • How did you apply leadership and communication to support your project? • What did you learn?

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How to Apply and Register

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

1. Complete the application [here](#).
2. Applications will be reviewed by the course faculty on a rolling basis, and you will be notified of your status into the program within 7-10 business days of submission. Please reach out to us at trainings@nachc.org if you need further assistance.
3. The application will close on April 15, 2024 or once the registration cap of 50 participants is reached. 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.

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