



3M™ Workflow Engineering Program

- Identifies processes that negatively impact outpatient compliance and reimbursement and maps a course for improvement
- Assists in developing a follow-up plan for ongoing monitoring and delivering sustainable revenue cycle improvement
- Helps an organization quickly and effectively integrate the 3M™ Ambulatory Revenue Management Software into daily, cross-departmental workflow

Taking a closer look

- Do you know how much your organization is losing as a result of medical necessity denials?
- Do you know which departments or physicians are responsible for the most rejections?
- Does your organization have clear objectives for improving revenue cycle processes and a detailed plan for achieving those objectives?
- Do all stakeholders in your revenue cycle fully understand the total process required to submit a clean claim?

Capturing appropriate reimbursement

When it comes to the challenges of outpatient reimbursement, healthcare organizations are searching for solutions that improve the flow of accurate, compliant patient data through the revenue cycle to generate a clean claim the first time around. For long-term, measurable improvement, many financial executives realize that revenue cycle solutions must address the integration of information systems, together with the people and workflow processes that encompass the entire revenue cycle.

Process mapping is a focused improvement strategy ideally suited to revenue cycle management. Due to its complexity and the interactions between various departments, the revenue cycle is often filled with redundant processes, gaps in data flow, and lack of ownership. Processes power your business, and process mapping can help identify productivity opportunities, root causes of problems, best practices, workflow consistencies/inconsistencies, and accountability.

The 3M solution

To help organizations address outpatient revenue cycle needs, 3M Health Information Systems now includes the 3M Workflow Engineering Program as part of the implementation process for the 3M Ambulatory Revenue Management Software (3M ARMS). The 3M Workflow Engineering Program can help you analyze and map your key revenue cycle workflow and then outline improvements for streamlining and optimizing your processes.

Program benefits

This program combines off-site teleconferences with an on-site visit during one calendar week. Key deliverables include an “*is*” map (an accurate representation of current processes in your organization) and a “*should*” map (process change recommendations designed to remove deficiencies). The 3M Workflow Engineering Program can help you:

- Identify productivity opportunities in your workflow processes
- Develop best practices and interdepartmental collaboration
- Educate staff on root causes of revenue cycle problems
- Create workflow enhancement and consistency
- Facilitate action-item ownership and accountability



3M™ Workflow Engineering Program

Begin with experience

The 3M experts assigned to this program have strong backgrounds in the administrative, financial, IT, and clinical factors affecting the revenue cycle, as well as process mapping development and facilitation skills. To begin, they ask your organization to identify its “subject matter experts” (SMEs) in these areas:

- Patient financial services
- Revenue cycle management
- Patient access (both registration and scheduling, if separate)
- Health information management
- Representatives from two ancillary departments

It is critical that all SMEs be available for all off-site teleconferences, on-site meetings, and any potential one-on-one clarification meetings that may be necessary.

Information gathering

To effectively define the existing revenue cycle management process within your organization, 3M experts work with your organization to:

- Identify your objectives regarding the improvement of the outpatient revenue cycle and the major process steps (order, access, service, charge capture, coding, and billing)
- Review any initiatives previously taken to accomplish these objectives
- Identify the successes from these initiatives
- Provide a detailed map of existing processes related to revenue cycle

Project planning

Armed with this information, the 3M experts conduct teleconferences with the SMEs to plan the on-site visit. Their goal is to understand the organization’s current data flow, critical processes, and problem areas to specifically define the scope of the initial visit. Personnel from one or two clinical or ancillary areas are also identified for inclusion in the on-site process mapping discussions. The outcome of the teleconference is a schedule of meetings and an attendee list for the first day of the on-site visit.

On-site process mapping

3M’s on-site visit accomplishes the following process mapping tasks. The first day’s activities include:

- Working with either the chief financial officer (CFO) or the senior vice president of finance who has revenue cycle responsibilities, the 3M experts review the project objectives, the process used to achieve those objectives, and the project deliverables
- Gathering detailed process flow information to construct the “is” map for the current revenue cycle processes from the stakeholders (SMEs)

The second on-site meeting is scheduled at the end of the week. 3M experts review the “is” map to validate your current revenue cycle processes. To develop the “should” map, 3M experts next:

- Highlight the deficiencies and gaps in current processes identified from the “is” map
- Review and discuss the “should” map template, showing process change recommendations aimed at removing any existing deficiencies
- Review how to use 3M ARMS to monitor the improved process
- Present an executive summary of the mapping results with recommended actions

Follow the road map to success

Process mapping can be the key to understanding and optimizing your revenue cycle. Mapping makes it easier for healthcare organizations to identify and visualize the interdependence between the various functional steps in the revenue cycle. It can also reveal the root causes of problems and help you prioritize process improvement actions.

Because the 3M Workflow Engineering Program is completed prior to the installation of 3M ARMS, 3M’s product implementation team can apply the program’s information to help you further streamline workflow and take greater advantage of the product’s powerful functionality. The result is a faster, smoother implementation with less impact on productivity, and the program can also help shorten the time needed to recognize a return on your investment.

Call today

For more information on how our solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



Health Information Systems

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