

3M™ Workflow Engineering Program

- Identifies processes that negatively impact outpatient compliance and reimbursement and maps a course for improvement
- Assists in developing a plan for ongoing monitoring and achievement of 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 revenue cycle process is losing from medical necessity denials and write-offs?
- Do your departments know how critical they are to a successful revenue cycle process?
- Can you easily monitor and share revenue cycle gaps and opportunities with the appropriate departments?

With years of experience and the completion of hundreds of workflow engineering sessions, 3M has identified a mapping process that can help you improve outpatient compliance and reimbursement. 3M workflow engineering processes combined with 3M software solutions can help your organization achieve its revenue cycle goals.

The challenge: Capture 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.

The 3M solution: Workflow, software and education

To help organizations address outpatient revenue cycle needs, 3M Health Information Systems now includes the 3M Workflow Engineering (WFE) Program as part of the implementation process for the 3M Ambulatory Revenue Management Software (ARMS). The 3M WFE Program incorporates process maps to analyze and map your optimal revenue cycle workflow. As a result, the program can help you:

- Identify productivity opportunities in your workflow processes
- Develop and implement industry best practices and interdepartmental collaboration
- Educate staff on root causes of revenue cycle problems
- Facilitate interdepartmental collaboration, ownership, and accountability

Begin with experience

3M experts trained in workflow engineering visit your organization to lead the mapping process. To begin, they ask your organization to identify “subject matter experts” (SMEs) from key departments, such as patient financial services, revenue cycle management, patient access, HIM and selected ancillary departments as needed.

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.

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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
- Review any initiatives previously taken to accomplish these objectives
- 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 understand the organization's current data flow, critical processes, and problem areas, and specifically define the scope of the initial visit.

On-site process mapping

The purpose of the initial on-site visit is to engage key department SMEs and hospital leadership in a review of the project objectives and deliverables. Then detailed process flow information is gathered from the SMEs to describe the current revenue cycle workflow processes.

During a second on-site meeting, 3M experts validate the current hospital processes and share new process mapping information that can optimize productivity when

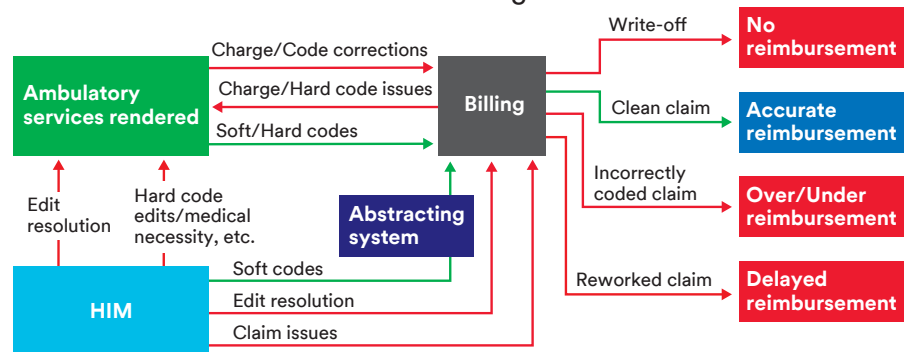
combined with 3M ARMS. They also review how the 3M WFE Program and 3M ARMS work together to improve revenue cycle management.

Follow the road map to success

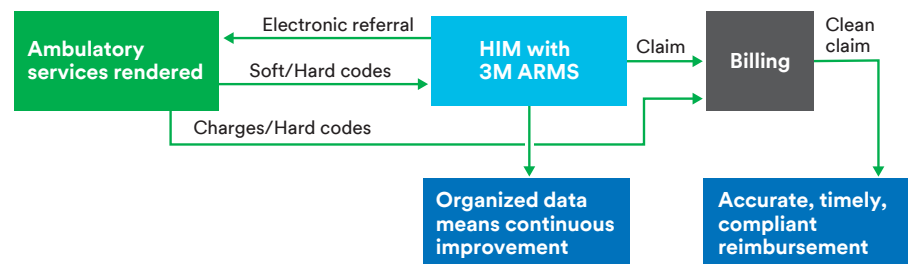
Process mapping can be the key to understanding and optimizing your revenue cycle. Mapping can help healthcare organizations identify and visualize the interdependence between the various functional steps in the revenue cycle. It can also reveal the root causes of problems and help you prioritize process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

Because the 3M WFE 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 software's powerful functionality. The result is an implementation process with less impact on productivity, and the 3M WFE Program can also help shorten the time needed to recognize a return on your investment.

"Before" 3M™ ARMS and 3M™ WFE Program



"After" 3M ARMS and 3M WFE Program



Call today

For more information on how our software and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-435-7776**, or visit us online at www.3m.com/his.



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