

REVENUE CYCLE LEARNING AND DEVELOPMENT

LIVE ONLINE
JUNE 20, 2023

Revenue cycle teams supporting hospitals and health systems are a driving force; from the initial point of contact with access teams to schedule, register, and confirm patient eligibility, to the delivery of accurate and timely estimates and the collection of payments, to working with patients, payers, and providers throughout the healthcare journey to secure reimbursement; the role of the revenue cycle executive is complex, multifaceted, and one which requires career long education and development.

The ever-changing nature of the revenue cycle demands that executives remain vigilant of emerging trends, how these changes will impact the delivery of care, the processing of payment for services, and ultimately the finances of the organization, which reinforces the need for structured, timely, and frequent education.

In an environment of high competition for talent, leading hospitals and health systems are leveraging learning and development assets as a tool to rapidly bring new team members up-to-speed, upskill existing staff creating opportunities for growth and retention, and ultimately delivering the next generation of revenue cycle leadership.

10:55 Event Platform Log-in & Networking

11:05 Opening Remarks & Program Welcome
Kate Jeter, *Founder, the healthXchange*

11:15 Creating a Culture that Fosters Revenue Cycle Learning & Development

- Top-down support for revenue cycle education
- Prioritization of continued employee development
- Positive impact of learning & development on:
 - Team engagement & retention
 - Delivery of service to patients
- Nurturing a culture that values education

Michael Neofytides
Assistant VP Revenue Cycle Learning & Development
NYC HEALTH + HOSPITALS (NY)

Matthew Painter, PhD
Director of Leadership Development
UAB MEDICINE (AL)

12:00 Coffee & Networking Break

12:15 Moving Beyond Skills Training: Healthcare Leadership Programs

- Lessons learned in developing leadership academies
- Developing the next generation of healthcare leaders
- Soft skills & leadership qualities required for the future
- Impact on recruitment, employee retention & engagement

Todd Frady
Director, Patient Access Talent Management
JOHNS HOPKINS MEDICINE (MD)

Meagan Tunstall Sutton
Director of Leadership Development
HOUSTON METHODIST (TX)

1:00 Coffee & Networking Break

1:15 Tools & Technologies Elevating RCM Training

- Role of LMS in delivering just-in-time training
- Creation of blended learning experiences
- Mobile and micro learning training tools
- Leveraging technology to measure training

Kiowa Grove
Senior Training Designer
COREWELL HEALTH (MI)

Amber Hermosillo
Revenue Cycle Education & Quality Director
BANNER HEALTH (AZ)

Kasey McClure
Learning Technologist
PRISMA HEALTH (SC)

2:00 Coffee & Networking Break

2:15 Metrics: Identifying & Monitoring Learning KPIs

- Identifying metrics beyond assessment & competency
- Impact of soft-skills & leadership development on teams
- Using training feedback to improve content & delivery

Thomas Allen
Director, Patient Accounting
SENTARA HEALTHCARE (VA)

Washale Dobson
Epic Training Coordinator
BAPTIST HEALTH (FL)

Mary Dojutrek
Patient Access Trainer
NORTHSHORE UNIVERSITY HEALTHSYSTEM (IL)

3:00 Program Conclusion

*ALL TIMES NOTED IN EASTERN