

# REVENUE CYCLE LEARNING AND DEVELOPMENT

LIVE ONLINE  
JUNE 11, 2024

Revenue cycle teams across the healthcare industry 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 providers and payers 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.

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 developing the next generation of revenue cycle leadership. As new technologies continue to emerge, and trainers adopt their own AI and Automation tools, the opportunity to discuss these changes and opportunities, specific to the hospital revenue cycle, will be of tremendous value.

12:45 – 1:00 ET

Open Networking

1:00 – 1:30 ET

**Fostering a Culture of Revenue Cycle Learning & Leadership Development**

Well-trained and developed revenue cycle teams not only improve financial efficiency within hospitals and health systems, but also enhance patient engagement and satisfaction, creating value across a range of performance indicators both tangible and intangible. As the industry and function of revenue cycle teams continues to evolve, organizations must create and foster a culture of continuous learning and improvement within teams, to maintain alignment with regulatory, payer, and health technology changes. At the same time, enhanced training can also elevate not only the skills of team members, but also improve retention and the capacity to improve efficiency and better balance human and technological resources.

- Securing & sustaining organizational support for training and development
- Identifying, measuring, & conveying key performance benchmarks
- Continuous improvement mindset for training & development teams

1:30 – 2:00 ET

**Design & Development of Effective Training Paths for Revenue Cycle Teams**

- Conducting routine needs analysis to identify requirements
  - Job analysis & evolution
  - Performance evaluations
  - Direct team feedback
- Creation of interactive modules tailored to different learning styles
- Use of real-world scenarios to enhance practical application
- Technology & eLearning platforms elevating training delivery
- Measuring training program effectiveness: Metrics and ROI

2:00 – 2:30 ET

**AI & Automation Tools in Revenue Cycle Learning & Development**

- Harnessing AI and automation in L&D content development
- Creating personalized RCM learning journey with AI tools
- Training RCM teams on the use of new AI/Automation

2:30 – 2:45 ET

Open Networking & Meeting Conclusion