RCM STAFFING: BALANCING AUTOMATION, FTES AND OFFSHORING

**LIVE ONLINE
NOV. 19, 2024**

Hospital and health system revenue cycle teams continue to grapple with staffing challenges, with leadership considering new strategies to alleviate the mounting pressure on revenue cycle operations. From optimizing training and retention initiatives to build a strong, skilled revenue cycle team, to the integration of AI and automation to reduce administrative tasks, to establishing partnerships with offshore revenue cycle teams, organizations must consider a combined approach to addressing high levels of competition across the market. Through sharing lessons learned in these three critical areas, the meeting will equip attendees with a comprehensive toolkit to overcome staffing shortages, drive efficiencies, and optimize revenue cycle performance in an increasingly challenging landscape.

11:45 ET
Log-in & Program Welcome

12:00 ET
Optimizing Efficiency & Effectiveness of Full Time Staff: Training & Retention
Addressing persistent staffing challenges requires a strategic approach to optimizing efficiency and effectiveness throughout revenue cycle leadership ranks. This focused discussion will delve into comprehensive onboarding programs that set new team members up for success, as well as mentoring and coaching initiatives to continually develop new skills and retain top talent. Moreover, participants will gain insights into cultivating the next generation of revenue cycle leaders, ensuring a strong leadership pipeline to drive organizational performance.

12:30 ET
Coffee & Networking Break

12:45
Integrating AI & Automation into Revenue Cycle to Alleviate Staffing Shortages
As hospitals and health systems grapple with persistent staffing shortages across the revenue cycle function, identifying opportunities to integrate AI and automation into processes has become an imperative. In this insightful session, revenue cycle leaders will explore how leveraging cutting-edge technologies can alleviate the burden on staff, while driving greater efficiencies. Panelists will share their experiences in pinpointing areas ripe for automation, from eligibility and authorization processes, to billing and follow-up tasks. Through harnessing the power of AI and automation, organizations can empower their revenue cycle teams to focus on higher-value, more complex activities, ultimately enhancing productivity and financial outcomes.

1:15 ET
Coffee & Networking Break

1:30 ET
Leveraging Offshore Partners in the Mid-and-Back-End of the Revenue Cycle
Facing the dual challenges of staffing shortage and persistent wage pressure, hospitals and health systems are increasingly exploring offshore staffing partnerships to complement existing revenue cycle teams. This discussion will provide valuable insights into selecting and integrating offshore staffing resources to support timely filing, accounts payable processing, and other crucial back-end revenue cycle functions. Panelists will share their experiences in vetting and onboarding certified, credentialed offshore executives that can augment internal capacities while at the same time alleviating workload and budget constraints.

2:00 ET
Closing Remarks & Program Conclusion