



Healthcare Virtual Symposium 2020: Foundational Changes to Shape our Future

Shaping the Future of RCA

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Presenters



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Agenda

RCA Roadmap

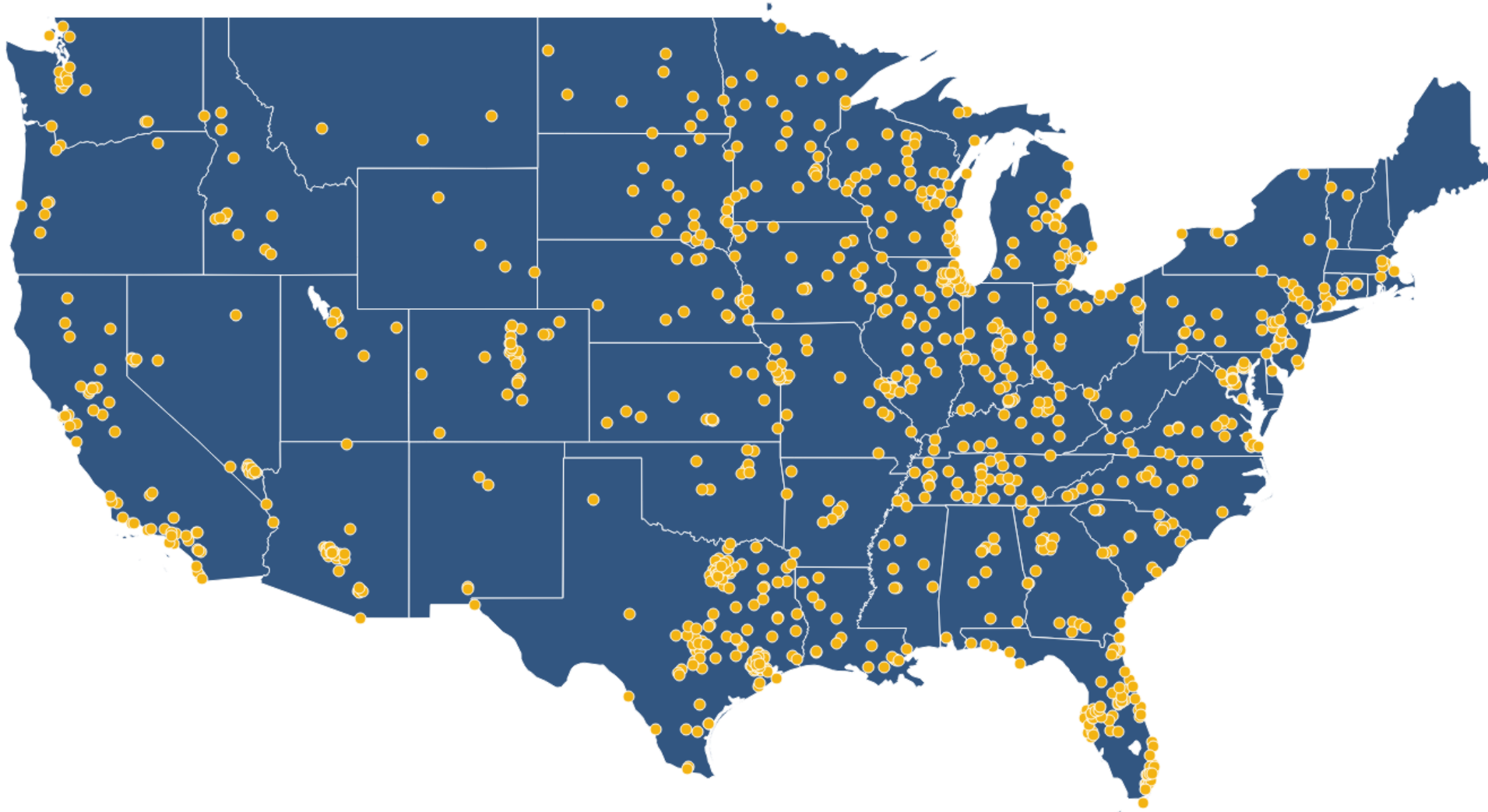
- Challenges and Technology
- New features

RCA in Development

- Development to date
- Prototypes and workflow

Data Value Stream

The Future of RCA



The Future of RCA



A New RCA Application

- Existing challenges
- New technologies
- Empowering the end-user
- Modernizing existing features

RCA Guiding Principles

- Simple
- Automated DevOps
- Predictive Support
- Leverages modern BI
- Leverages common platform

The Future of RCA



A New RCA Application

- Existing challenges
- **New technologies**
- Empowering the end-user
- Modernizing existing features
- **Cloud-Based / SaaS benefits**
- **Support & how you use the application (AppInsights)**
- Daily reconciliation automation
- File loads and missing data
- Sensitivity analysis
- Native ad-hoc capabilities
- Implementation module
- Variance Analysis

Azure AppInsights



The Future of RCA



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The Future of RCA



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 - **Implementation module**
 - **Variance Analysis**

RCA Roadmap

HC Platform (2020)

- Underlying platform which all Crowe HC apps will be built
- Microsoft Azure

New RCA Installs

- Transition “on-prem” and Rackspace installs
- Begin client conversions

New Modules

- Budget and planning
- Physician comp & downstream revenue
- Third Party Reimbursement

RCA MVP (2021)

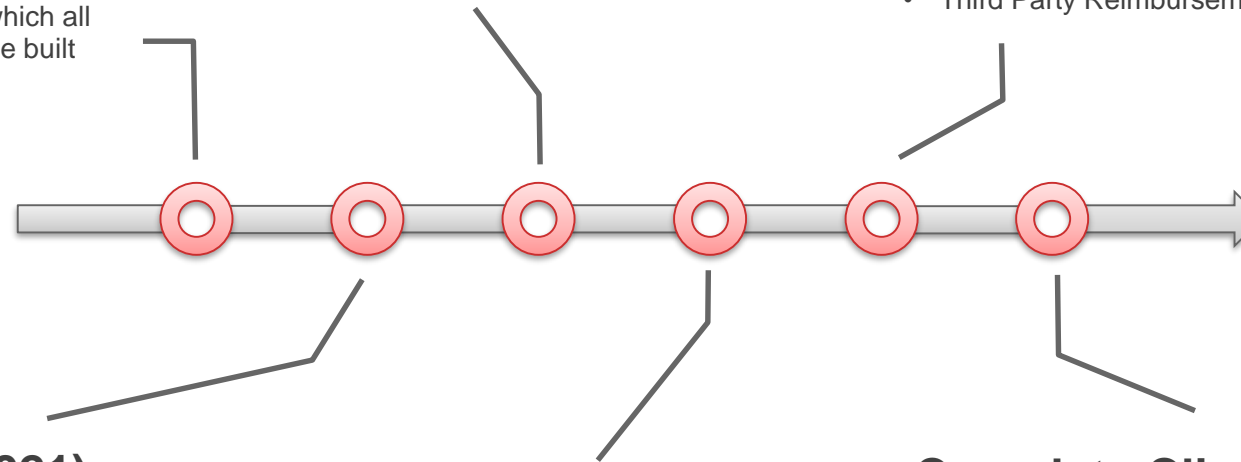
- Minimum Viable Product
- Implement with Beta Client
- Begin work on additional modules

BCBS Module

- Beta Client(s) with hospitals in Illinois

Complete Client Conversions


- Sunset legacy RCA environment(s)





Showcase





Customizable Dashboard





 Home


 Reporting


 Audit Logs

 Implementation

 Help


 Crowe Hive



 Administration

Home

Quick Upload



Drag & Drop
your files here or [browse](#)

Recent Reports


Hindsight Report
last modified 3 days ago

Reserve Analysis
last modified 3 days ago

Variance Analysis
last modified 3 days ago


[See All](#)

FACILITIES

34 

[Learn More](#)

ERRORS

5 


[Learn More](#)

RESERVES

\$1,003,009

[Learn More](#)

Recent Community Activity [See All](#)




What Can the CNRA Do for Your Career?

Thursday, June 13

[Tag 1](#) [Tag 2](#)

[Watch](#)




Healthcare Summit 2019: Overview

Wednesday, June 12

[Tag 1](#) [Tag 2](#)

[Watch](#)




User Guide 2019 Update

Wednesday, June 12

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[Read](#)






Optimizing your net revenue model

Tuesday, June 11


[Tag 1](#) [Tag 2](#)


[Read](#)


Crowe Healthcare Suite





Activity Feed

 Michael Madrazo
Shared a new document with the Project X Group
6 hours ago

 Michael Madrazo
Shared a new document with the Project X Group
6 hours ago

 Michael Madrazo
Shared a new document with the Project X Group
6 hours ago


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Shared a new document with the Project X Group
6 hours ago



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Report Generator

 Crowe

[Home](#)
[Reporting](#)
[Audit Logs](#)
[Implementation](#)
[Help](#)
[Crowe Hive](#)


Reporting


Crowe Healthcare Suite   

Create your first report


Increase your efficiency by creating and saving reports to keep for yourself. Don't forget, you can share with co-workers too!

[Create New Report](#)




[Administration](#)

Drill Through Functionality



Add New Report

Favorites

HS - Report Name

HST - Report Name

CHS - Report Name that is longer

Report Builder

Canned

Reporting

Crowe

TYPE

REPORT

SUMMARIZE TO

FACILITY GROUPS

FACILITIES

ANALYSIS DATE

Hindsight

AR050 Aged Trial Balance

Sub Facilities

Select

Select

MM/DD/YYYY

MAIN REPORT

Hindsight

Aged Trial Bal.

ID	Account Number	Name	Column Header	Heading 1	Heading 2	Heading 3	Heading 4	Heading 5
Lorem Ipsum	Lorem Ipsu...	Lorem Ipsum	Lorem Ipsum	n Ipsum	\$ 134,960	1,036	Lorem Ipsum	Lorem I
Dolor Sit Amet	Dolor Sit Amet	Dolor Sit Amet	Dolor Sit Amet	Dolor Sit Amet	1,534	Dolor Sit Amet	Dolor Si	
Consectetuer	Consectetuer	Consectetuer	Consectetuer	Consectetuer	5,610	Consectetuer	Consec	
Adipiscing Elit	Adipiscing Elit	Adipiscing Elit	Adipiscing Elit	Adipiscing Elit	2,172	Adipiscing Elit	Adipisc	
Sed Diam	Sed Diam	Sed Diam	Sed Diam	Sed Diam	4,064	Sed Diam	Sed Dia	
<div> <div>EXPLANATION</div> <div>Variance helps with understanding performance of an asset.</div> <div>CALCULATION</div> <div>(Beg. Bal. + New Charges + Transactions - End. Bal.) * -1.0</div> <div>(0 + 73,080 + 61,880 - 0) * -1.0</div> <div>Variance</div> <div>(134,960)</div> </div>	Lorem Ipsum	Lorem Ipsum	Lorem Ipsum	n Ipsum	5,519	5,519	Lorem Ipsum	Lorem I
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Enhanced Configuration

Payor
Patient Types
Services
Transactions
Facility
GL Entry

Model Configuration

Configuration

ZBA

Hindsight

HEALTH SYSTEM

Health System One

FACILITIES

All

TYPE

All

LOCATION (STATE)

All

Add New Facility

Create New Grouping

<input type="checkbox"/>	Facility	Update Frequency	Summarize to	Report IP	Apply by	Large Bal. Acct. Threshold	Unapplied Discounts	Fully Reserve	Remaining Reserve to Bad Debt	Always Use Hindsight
<input type="checkbox"/>	Facility One	Monthly	FC	Primary	IP	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	<div> Edit Clone facility </div>	Monthly	SIPG	Current	FC	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	<div> Delete </div>	Monthly	FC	Primary	SIPG	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Four	Semi-Annually	SIPG	Current	IP	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Five	Semi-Annually	FC	Primary	FC	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Six	Annually	SIPG	Current	SIPG	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Seven	Annually	FC	Primary	IP	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Eight	Quarterly	SIPG	Current	FC	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Nine	Quarterly	FC	Primary	SIPG	\$ 1,000		Attribute	Attribute	Attribute
<input type="checkbox"/>	Facility Ten	Quarterly	SIPG	Current	IP	\$ 1,000		Attribute	Attribute	Attribute

Items per page 10
1-10 of 200

Enhanced Configuration

The screenshot displays the 'Administration' section of the 'Crowe Healthcare Suite' interface. On the left is a sidebar with navigation icons and labels: Payor, Patient Types, Services, Transactions, Facility (highlighted), and GL Entry. At the bottom of the sidebar are a minus icon and a gear icon. The main content area is titled 'Administration' and includes a 'SORT BY' dropdown set to 'Location' and an 'Add New Facility' button. The interface is divided into four columns: 'Unassigned' (12 selected), 'Individual', 'Combined', and 'Inherit'. The 'Unassigned' column lists facilities 1 through 18, with Facility 1 and its sub-items 1a and 1b selected. The 'Individual' column lists facilities 10, 22, 16, 30, and 32. The 'Combined' column has a dashed box for adding groups and lists facilities 11, 12, 13, and a group containing 100, 100a, 100b, and 100c. The 'Inherit' column shows facilities 35, 2, 5, 65, 31, 31a, 31b, 31c, 89, and 77, with counts of inherited facilities for each group.

Administration Crowe Healthcare Suite Search Notifications User

SORT BY
Location

Add New Facility

Unassigned 12 selected

- ☒ Facility 1
 - ☒ Facility 1a
 - ☒ Facility 1b
- > ☐ Facility 2
- ☒ Facility 6
- > ☐ Facility 7
- > ☒ Facility 8
- ☐ Facility 9
- ☐ Facility 10
- ☒ Facility 11
- ☒ Facility 12
- ☐ Facility 13
- ☐ Facility 14
- ☐ Facility 15
- ☐ Facility 17
- ☐ Facility 18

Individual

- ☐ Facility 10
- ☐ Facility 22
- ☐ Facility 16
- ☐ Facility 30
- ☐ Facility 32

Combined

Drag and drop new combined group

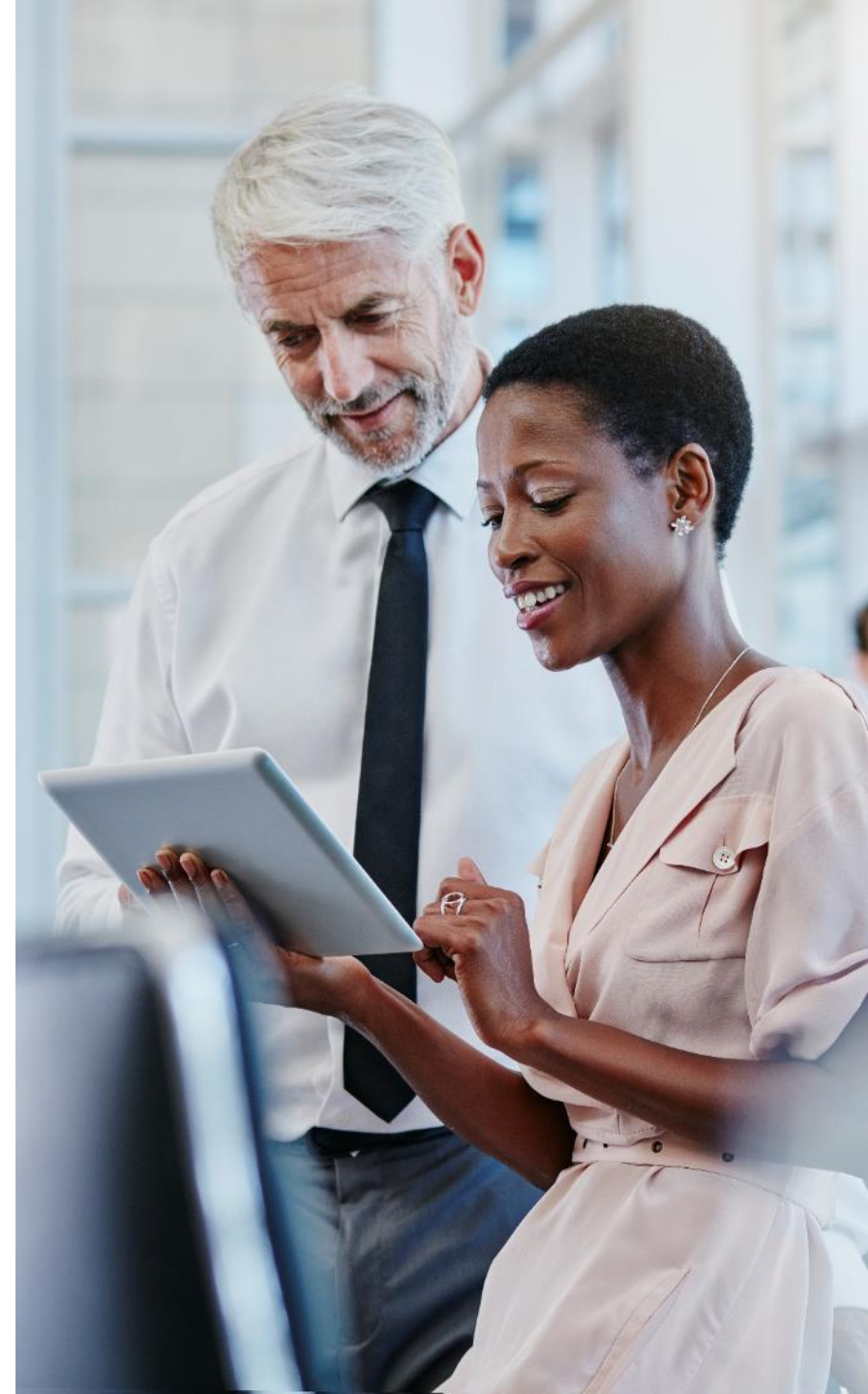
- ☐ Facility 11
- ☐ Facility 12
- ☐ Facility 13
- ☐ Facility 100
- ☐ Facility 100a
- ☐ Facility 100b
- ☐ Facility 100c

Inherit

- > ☐ Facility 35 12 inherited
- > ☐ Facility 2 3 inherited
- > ☐ Facility 5 9 inherited
- ✓ ☐ Facility 65 6 inherited
 - ☐ Facility 31
 - ☐ Facility 31a
 - ☐ Facility 31b
 - ☐ Facility 31c
- ☐ Facility 89
- ☐ Facility 77

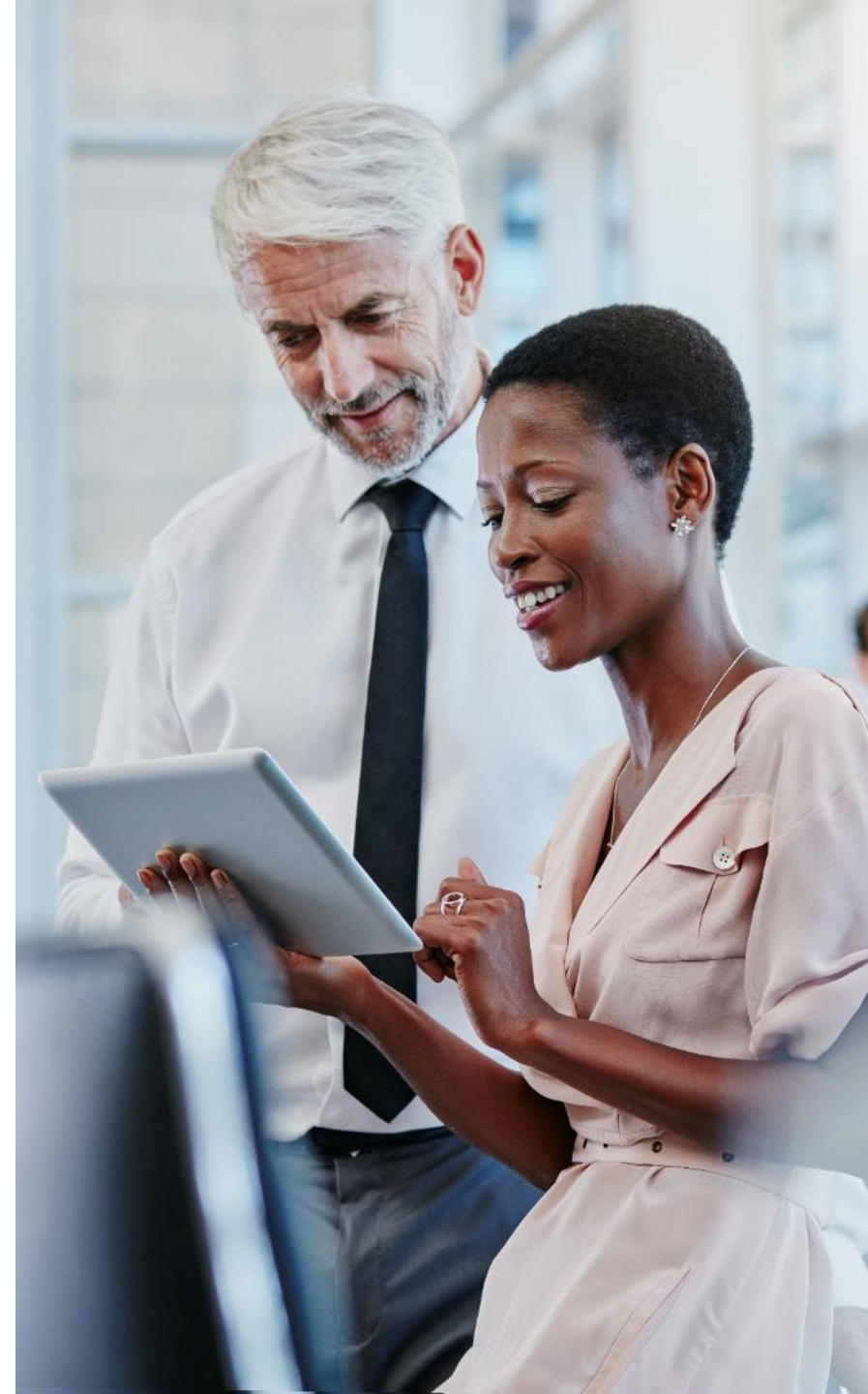
Data Value Stream

- Sequence of all steps in a process to create the final product or service
- No obstructions or resistance to data flow
- No work-arounds
- Data serving as the single source of truth for finance and revenue cycle teams
 - Accessible
 - Audited
 - Complete
 - Consistent
 - Structured
- Offers hindsight, insight, and foresight



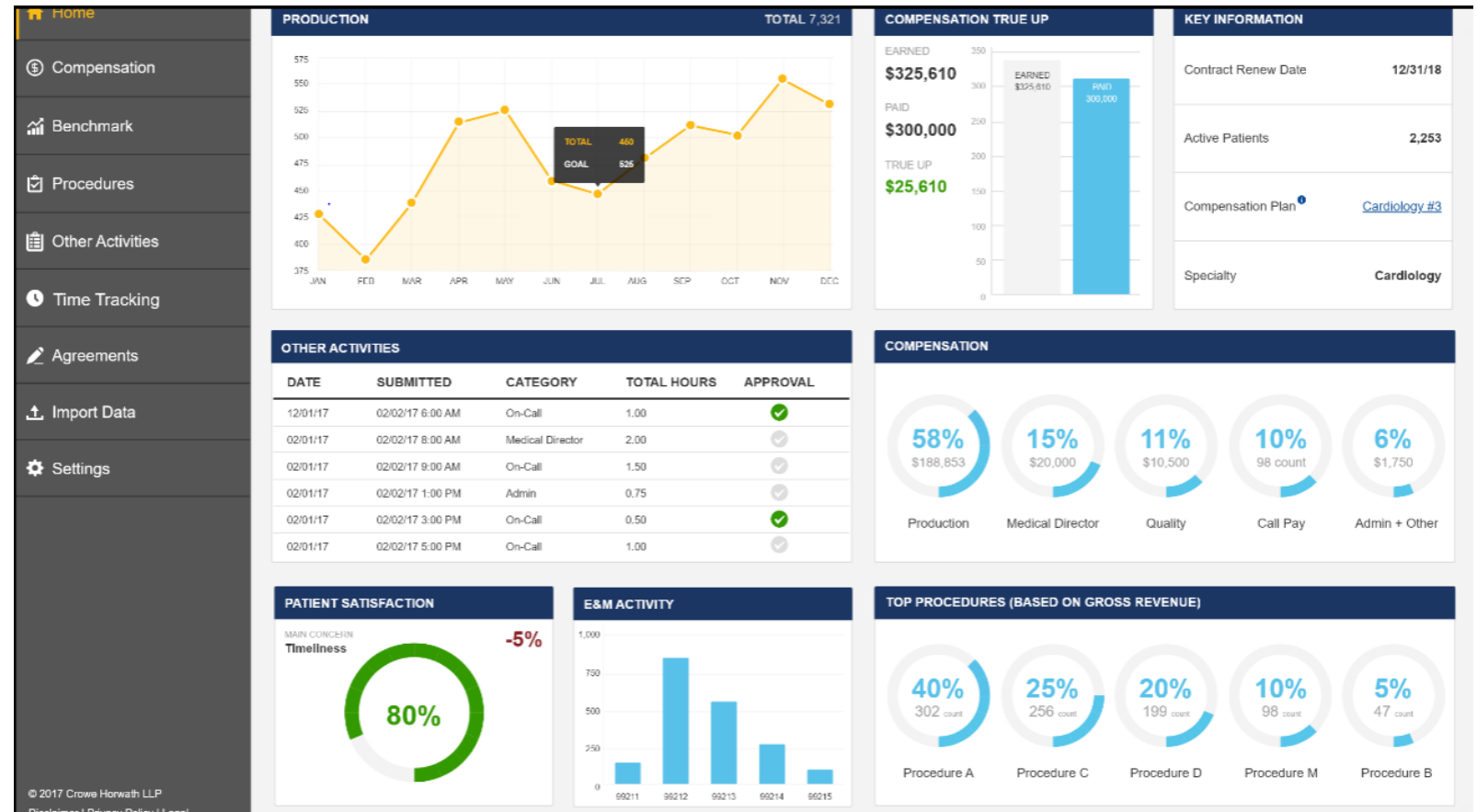
Physicians

- Simplify the business of managing physician finances and operations
 - Automate physician compensation calculations
 - Calculate key physician metrics across specialties
 - Estimate impacts of changing compensation formulas and physician manpower
 - Calculate profit and loss by physician, specialty, and department / service line



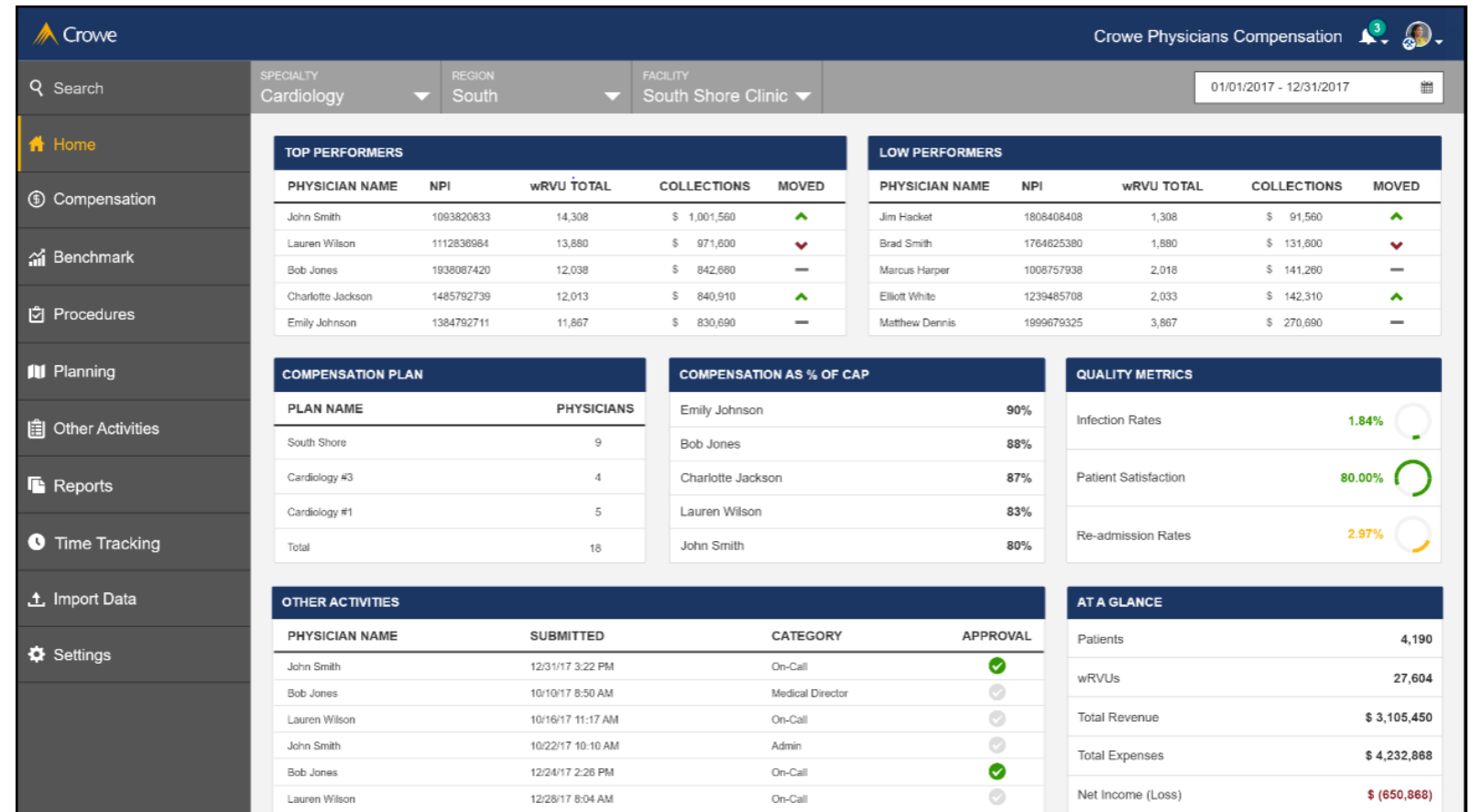
Conceptual Prototype (Physician User)

- Each physician accesses a customizable, personal dashboard listing key statistics and compensation metrics
- Earned compensation compared to period draws shows the current amount owed to the physician
- Physicians can record activity into the application and have the activity approved for payment

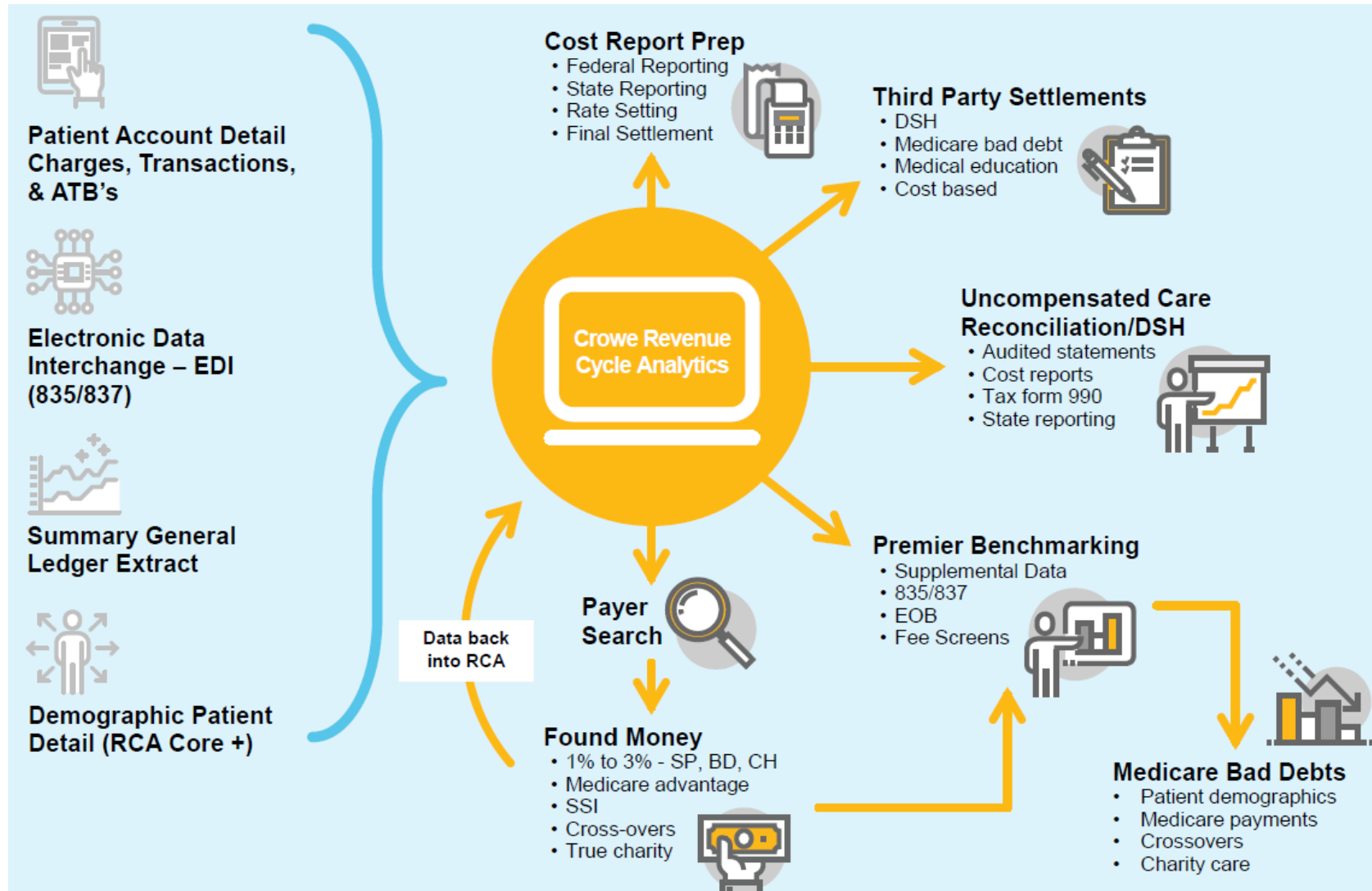


Conceptual Prototype (Administrative User)

- Administration can access a customizable dashboard listing key measurements that may include top performers, active patients, and profit & loss reporting by a physician group or specialty.
- Administration can approve activities performed by a physician



Reimbursement





Thank you.

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