



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

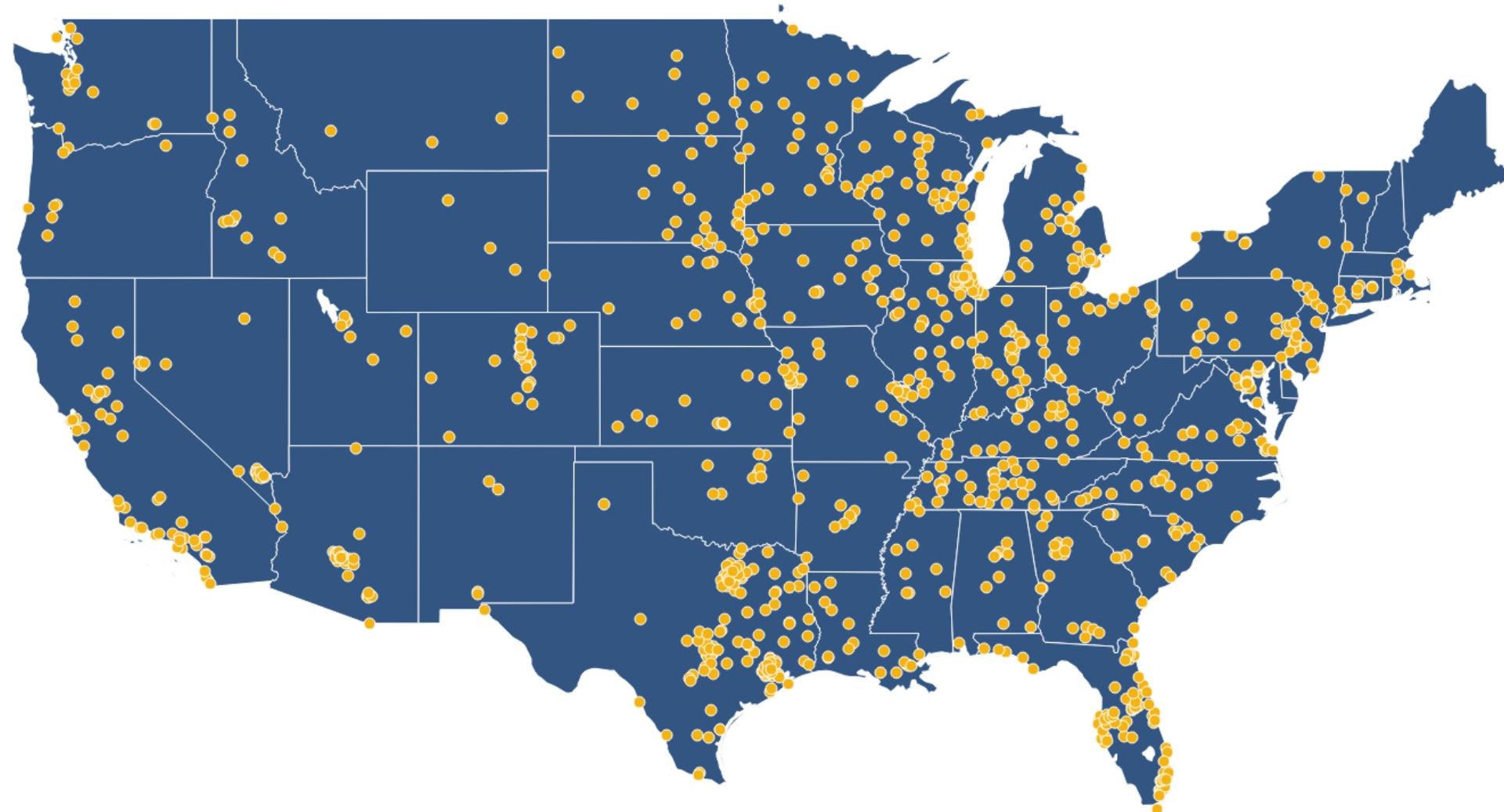
- Challenges and Technology
- New features

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

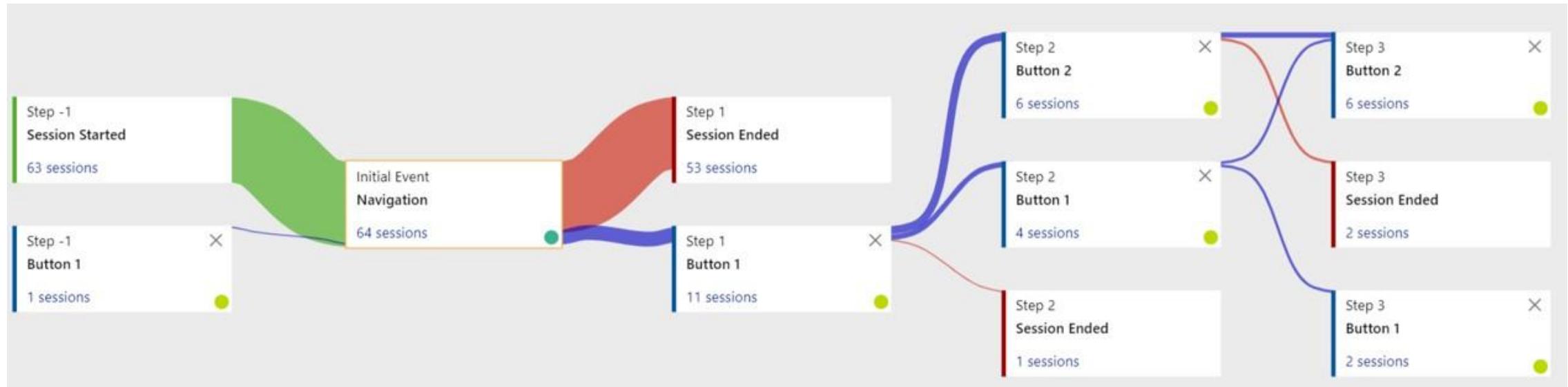
The Future of RCA



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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- **Native ad-hoc capabilities**
- **Implementation module**
- **Variance Analysis**

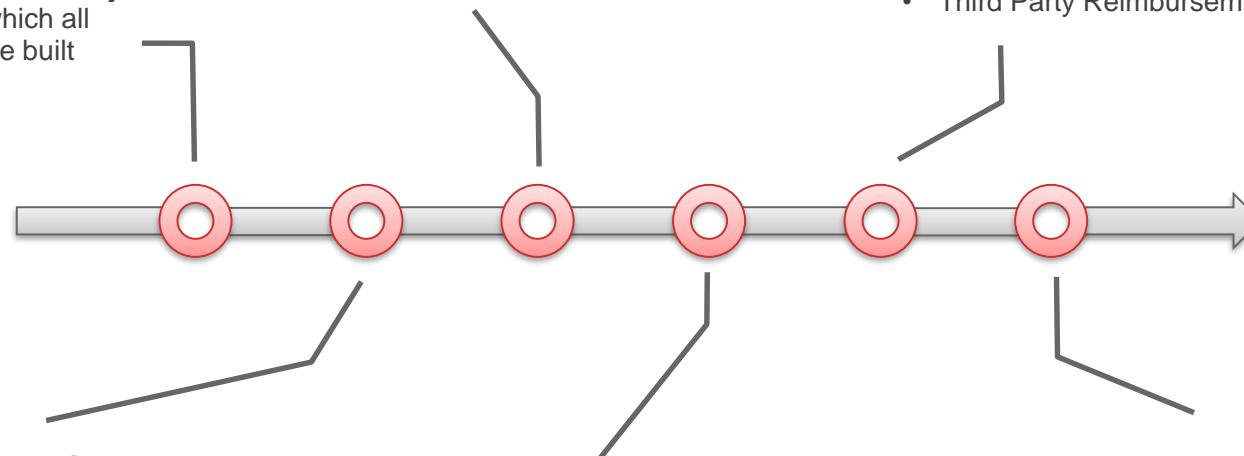
RCA Roadmap

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



RCA MVP (2021)

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

New Modules

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

Complete Client Conversions

- Sunset legacy RCA environment(s)

The background of the slide features a dark, abstract space-like theme. It is filled with a dense network of glowing blue and white lines and dots, representing a complex system or data structure. In the upper right corner, there is a large, semi-transparent teal triangle. The bottom left corner is highlighted with a solid yellow triangle, and the bottom right corner is highlighted with a solid white triangle. The word 'Showcase' is centered in the upper left area of the slide.

Showcase

Customizable Dashboard

Crowe

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

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

FACILITIES

34 ^{↑3}

[Learn More](#)

ERRORS

5 ^{↑1}

[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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Optimizing your net revenue model
Tuesday, June 11
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[Administration](#)

Crowe Healthcare Suite [See All](#) [Bell](#) [User](#)

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

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

Report Generator

 Crowe

Reporting

-  Home
-  **Reporting**
-  Audit Logs
-  Implementation
-  Help
-  Crowe Hive

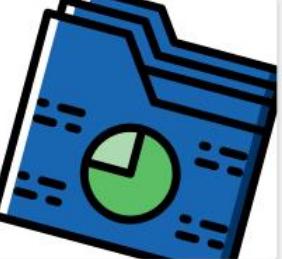
  Administration

Crowe Healthcare Suite   

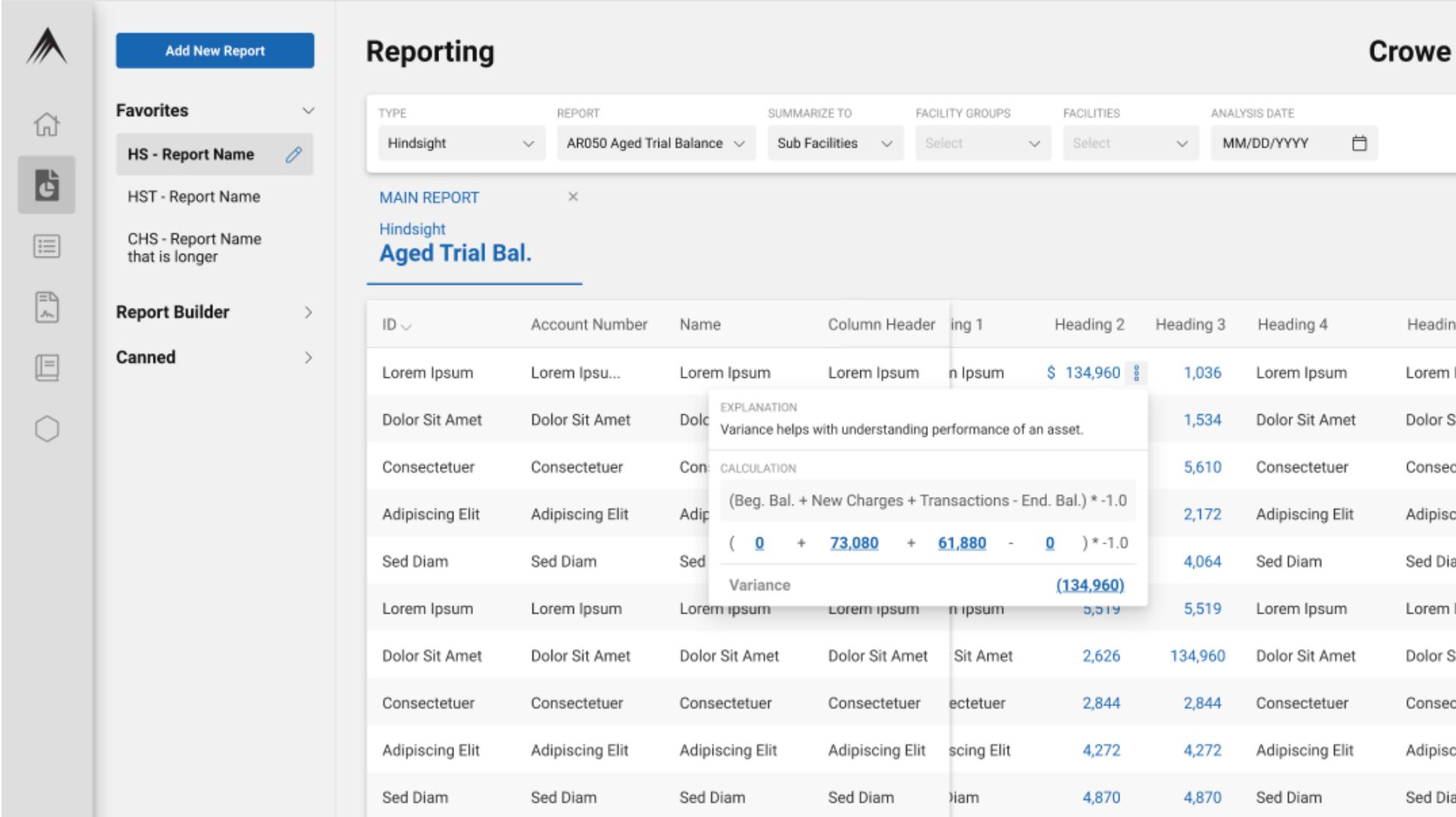
Create your first report

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](#)



Drill Through Functionality



The screenshot shows a reporting application interface with a sidebar and a main reporting area.

Left Sidebar:

- Top:** Add New Report button.
- Favorites:** HS - Report Name (selected), HST - Report Name, CHS - Report Name that is longer.
- Report Builder:** Canned.
- Bottom:** Icons for Home, Report, Print, and Help.

Top Bar: Crowe logo, Reporting title, and search bar with filters: TYPE (Hindsight), REPORT (AR050 Aged Trial Balance), SUMMARIZE TO (Sub Facilities), FACILITY GROUPS (Select), FACILITIES (Select), and ANALYSIS DATE (MM/DD/YYYY).

Main Area:

MAIN REPORT (HS - Report Name)

Hindsight
Aged Trial Bal.

ID	Account Number	Name	Column Header	Heading 1	Heading 2	Heading 3	Heading 4	Heading 5
1	1234567890	1234567890	1234567890	\$ 134,960	1,036	1,534	Dolor Sit Amet	Dolor Si
2	Dolor Sit Amet	Dolor Sit Amet	Dolor Sit Amet	EXPLANATION	Variance helps with understanding performance of an asset.	5,610	Consectetuer	Consec
3	Consectetuer	Consectetuer	Consectetuer	CALCULATION	(Beg. Bal. + New Charges + Transactions - End. Bal.) * -1.0	2,172	Adipiscing Elit	Adipisc
4	Adipiscing Elit	Adipiscing Elit	Adipiscing Elit	(0 + 73,080 + 61,880 - 0) * -1.0	(134,960)	4,064	Sed Diam	Sed Dia
5	Sed Diam	Sed Diam	Sed Diam	Variance	(134,960)	5,519	134,960	Dolor Sit Amet
6	134,960	Dolor Sit Amet	Dolor Sit Amet	1,036	1,534	Consectetuer	Consec	Dolor Si
7	Consectetuer	Consectetuer	Consectetuer	2,626	2,844	2,844	Adipiscing Elit	Adipisc
8	Adipiscing Elit	Adipiscing Elit	Adipiscing Elit	4,272	4,272	4,272	Sed Diam	Sed Dia
9	Sed Diam	Sed Diam	Sed Diam	4,870	4,870	4,870	134,960	Dolor Sit Amet

Enhanced Configuration

Model Configuration

Crowe Healthcare Suite   

Configuration ZBA Hindsight

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
Facility One	Monthly	FC	Primary	IP	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Two	Monthly	SIPG	Current	FC	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Three	Monthly	FC	Primary	SIPG	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Four	Semi-Annually	SIPG	Current	IP	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Five	Semi-Annually	FC	Primary	FC	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Six	Annually	SIPG	Current	SIPG	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Seven	Annually	FC	Primary	IP	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Eight	Quarterly	SIPG	Current	FC	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Nine	Quarterly	FC	Primary	SIPG	\$ 1,000	 	Attribute	Attribute	Attribute
Facility Ten	Quarterly	SIPG	Current	IP	\$ 1,000	 	Attribute	Attribute	Attribute

Items per page: 10 | 1-10 of 200 |  

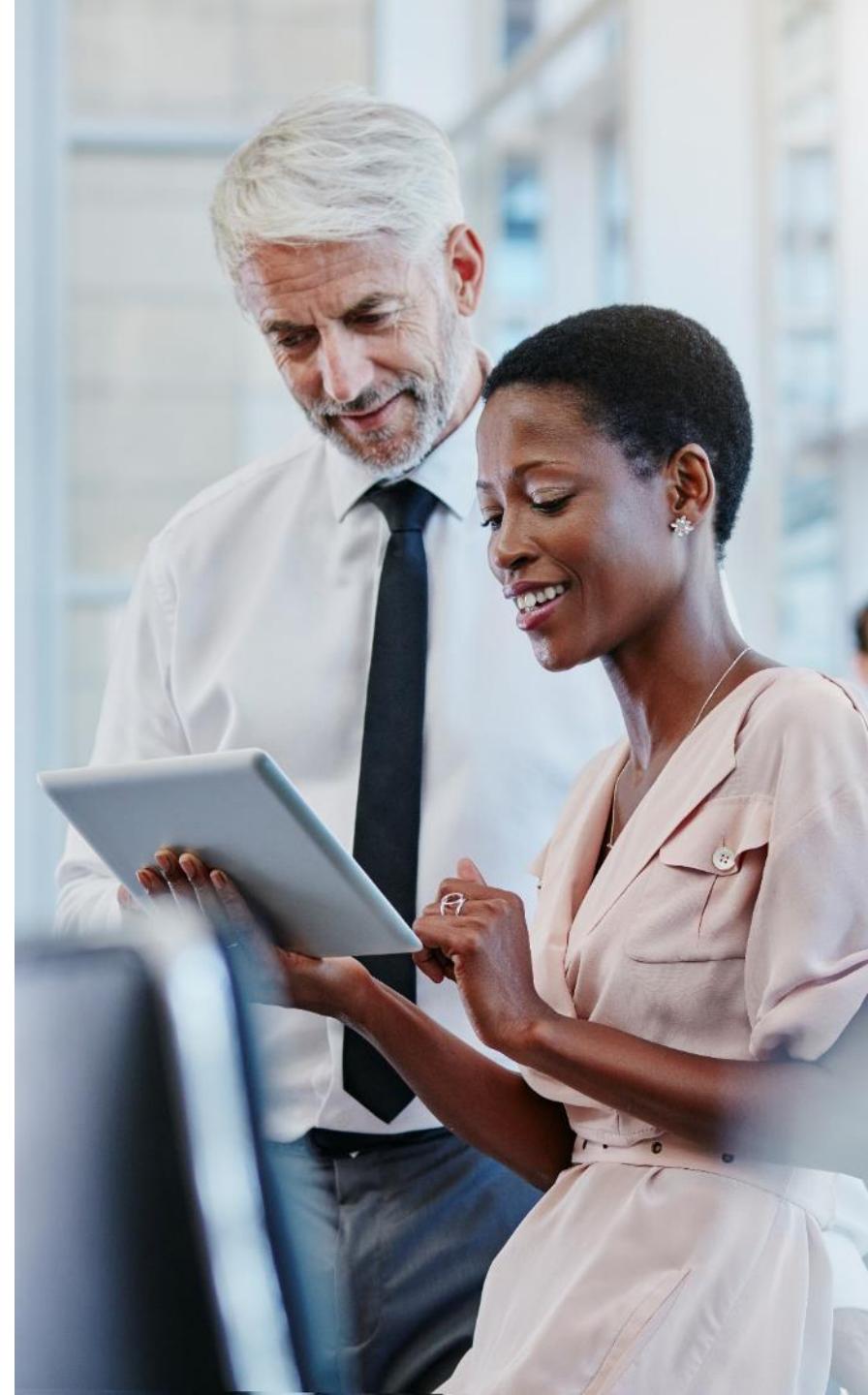
Enhanced Configuration

The screenshot displays the Crowe Healthcare Suite Administration interface, specifically the Facility configuration screen. The interface is divided into several sections:

- Left Sidebar:** Contains icons for Payor, Patient Types, Services, Transactions, Facility (which is selected and highlighted in grey), and GL Entry.
- Header:** Shows the title "Administration", a "SORT BY" dropdown set to "Location", and a "Add New Facility" button.
- Facility Groups:** The screen is divided into four main sections: "Unassigned", "Individual", "Combined", and "Inherit".
- Unassigned:** Contains 12 selected facilities: 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, and Facility 18.
- Individual:** Contains facilities: Facility 10, Facility 22, Facility 16, Facility 30, and Facility 32.
- Combined:** Contains a dashed box for "Drag and drop new combined group". Inside are facilities: Facility 11, Facility 12, Facility 13, Facility 100, Facility 100a, Facility 100b, and Facility 100c. A red trash can icon is present in the top right corner of this box.
- Inherit:** Contains facilities: 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, and Facility 77.

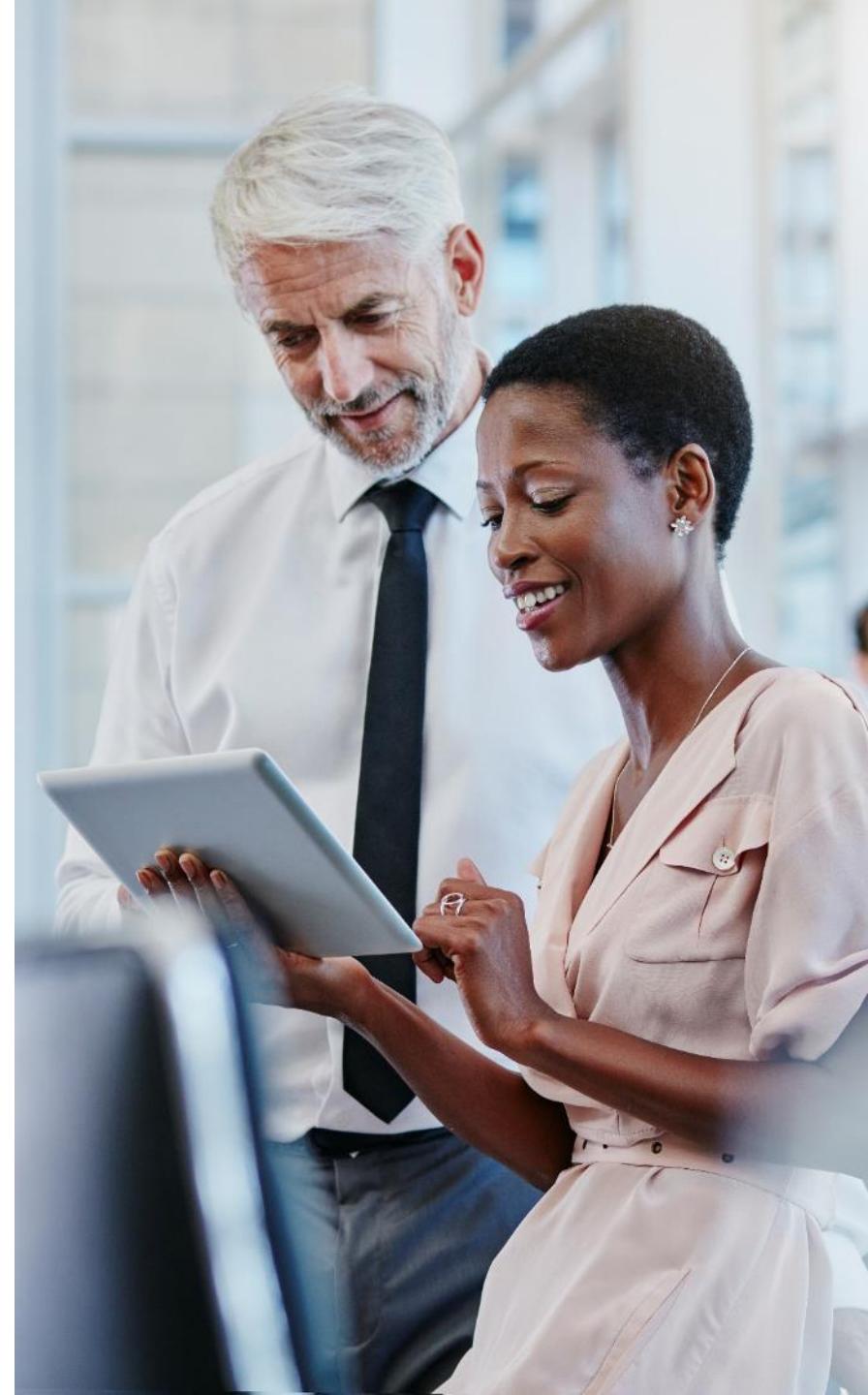
Data Value Stream

- 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



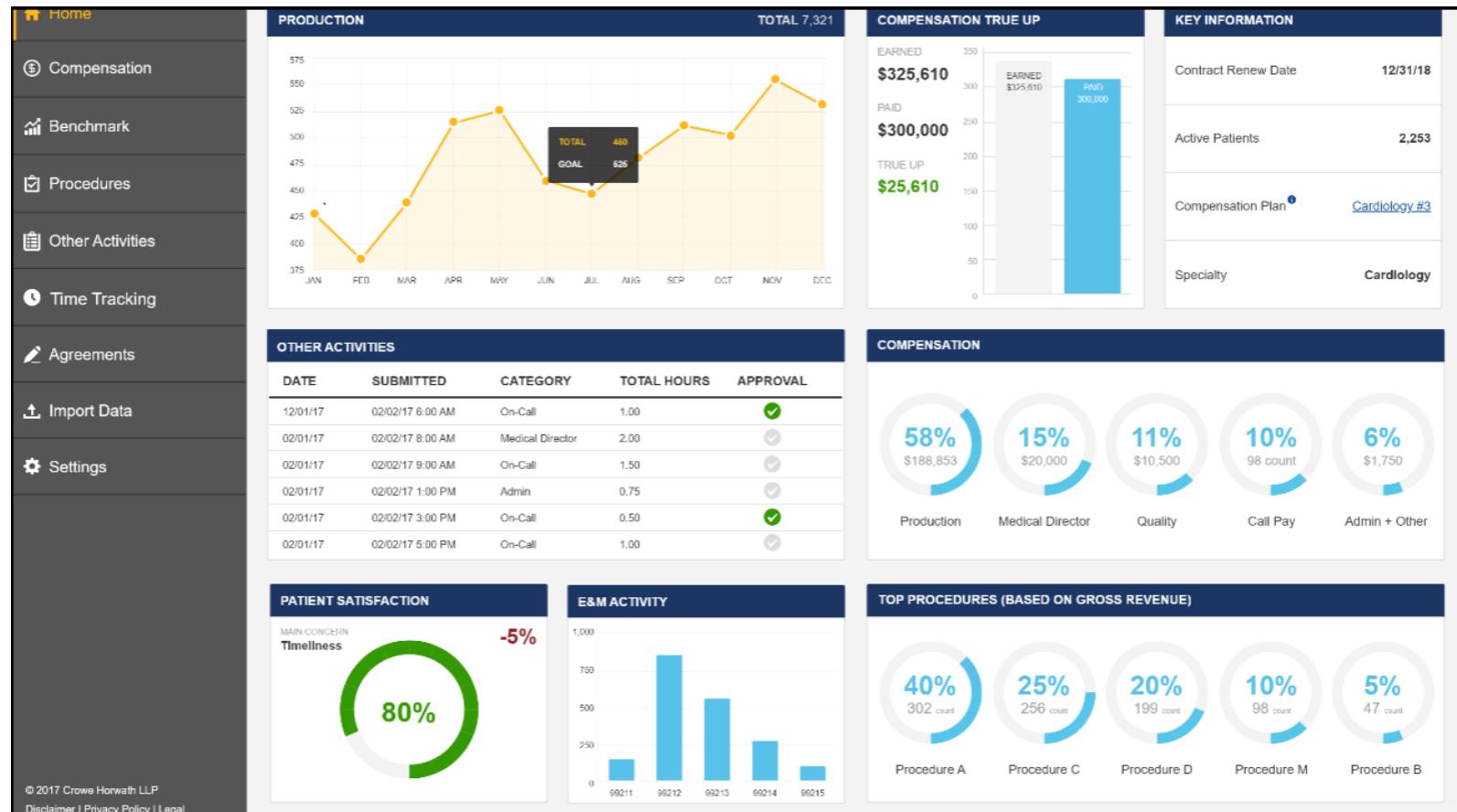
Physicians

- 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

CROWE Physicians Compensation

01/01/2017 - 12/31/2017

TOP PERFORMERS

PHYSICIAN NAME	NPI	wRVU TOTAL	COLLECTIONS	MOVED
John Smith	1093820833	14,308	\$ 1,001,560	▲
Lauren Wilson	1112836984	13,880	\$ 971,600	▼
Bob Jones	1938087420	12,038	\$ 842,680	—
Charlotte Jackson	1485792739	12,013	\$ 840,910	▲
Emily Johnson	1384792711	11,867	\$ 830,690	—

LOW PERFORMERS

PHYSICIAN NAME	NPI	wRVU TOTAL	COLLECTIONS	MOVED
Jim Hacket	1808408408	1,308	\$ 91,560	▲
Brad Smith	1764625380	1,880	\$ 131,600	▼
Marcus Harper	1008757938	2,018	\$ 141,260	—
Elliott White	1239485708	2,033	\$ 142,310	▲
Matthew Dennis	1999679325	3,867	\$ 270,690	—

COMPENSATION PLAN

PLAN NAME	PHYSICIANS
South Shore	9
Cardiology #3	4
Cardiology #1	5
Total	18

COMPENSATION AS % OF CAP

PHYSICIAN	%
Emily Johnson	90%
Bob Jones	88%
Charlotte Jackson	87%
Lauren Wilson	83%
John Smith	80%

QUALITY METRICS

Metric	Value
Infection Rates	1.84%
Patient Satisfaction	80.00%
Re-admission Rates	2.97%

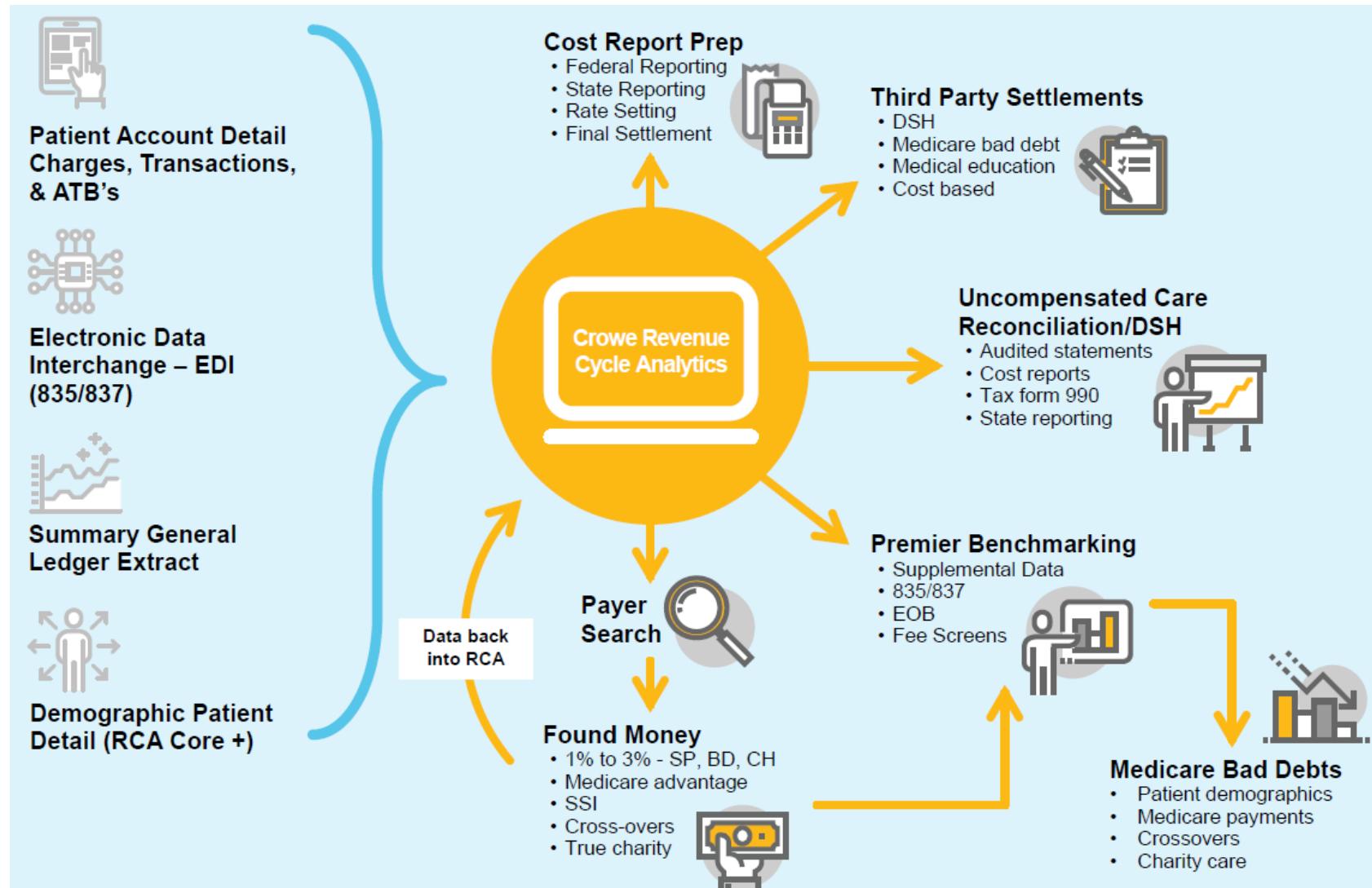
OTHER ACTIVITIES

PHYSICIAN NAME	SUBMITTED	CATEGORY	APPROVAL
John Smith	12/31/17 3:22 PM	On-Call	✓
Bob Jones	10/10/17 8:50 AM	Medical Director	○
Lauren Wilson	10/16/17 11:17 AM	On-Call	○
John Smith	10/22/17 10:10 AM	Admin	○
Bob Jones	12/24/17 2:26 PM	On-Call	✓
Lauren Wilson	12/28/17 8:04 AM	On-Call	○

AT A GLANCE

Metric	Value
Patients	4,190
wRVUs	27,604
Total Revenue	\$ 3,105,450
Total Expenses	\$ 4,232,868
Net Income (Loss)	\$ (650,868)

Reimbursement





Thank you.

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