Crowe

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

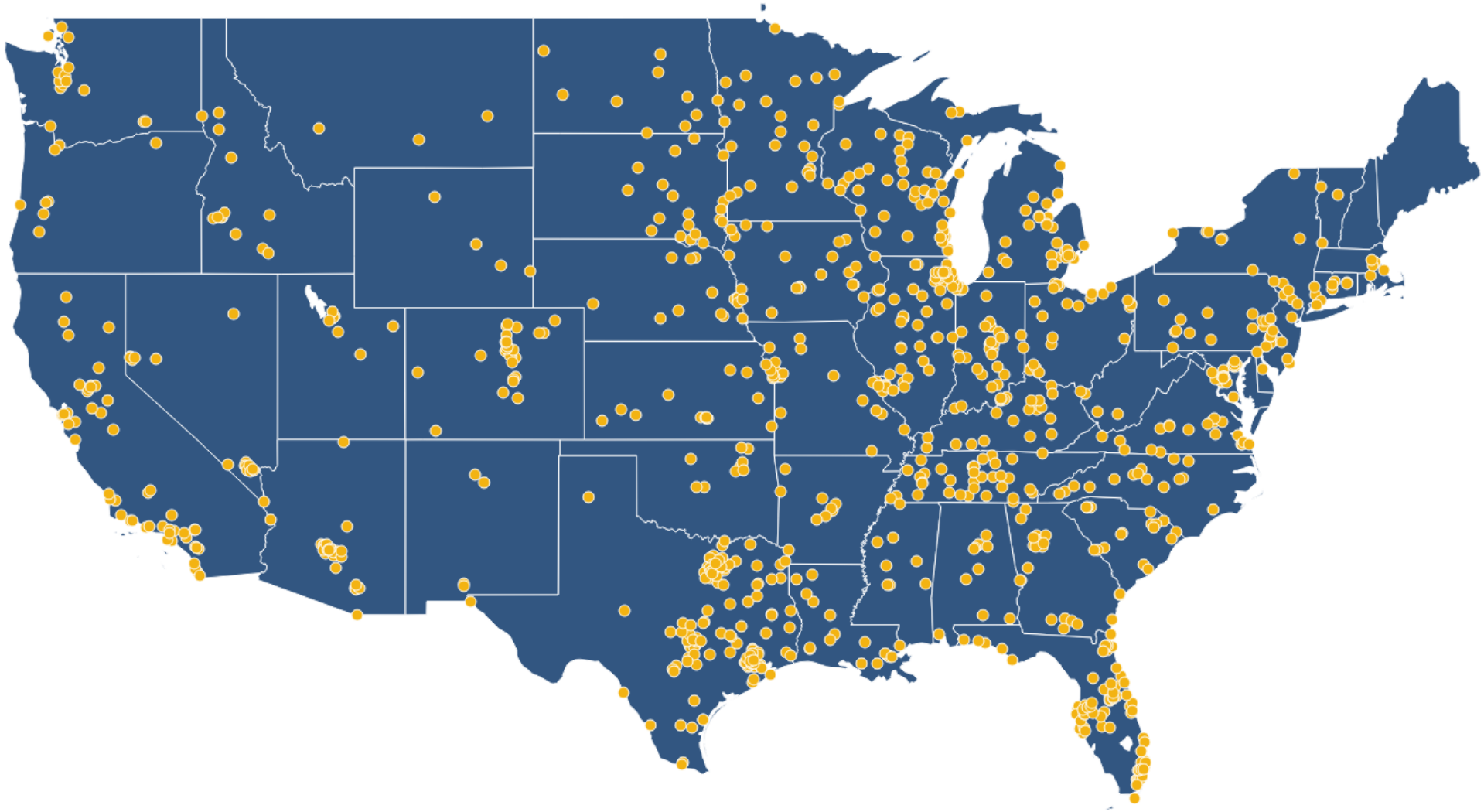
- Challenges and Technology
- New features

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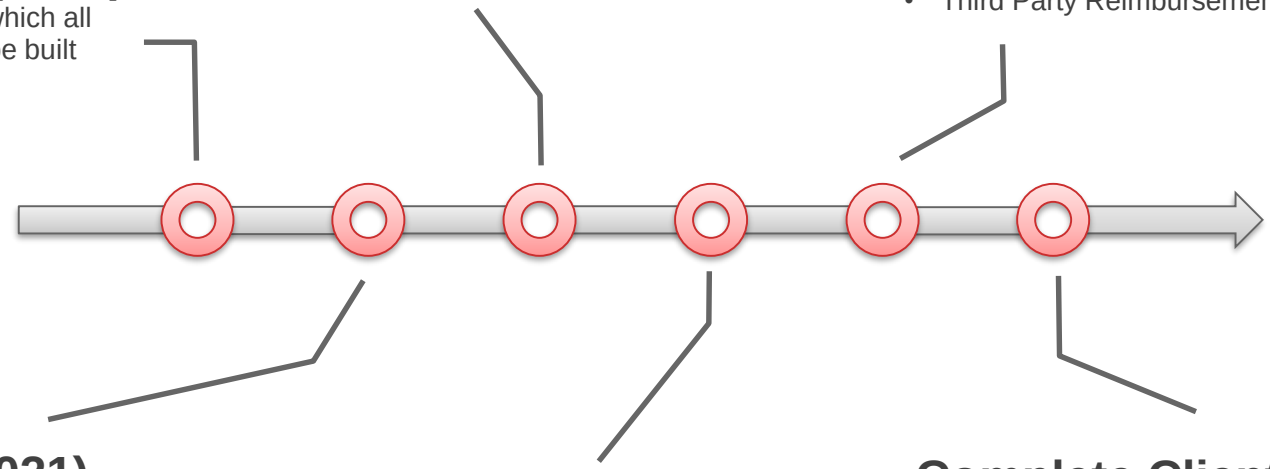
- **Implementation module**
- **Variance Analysis**

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



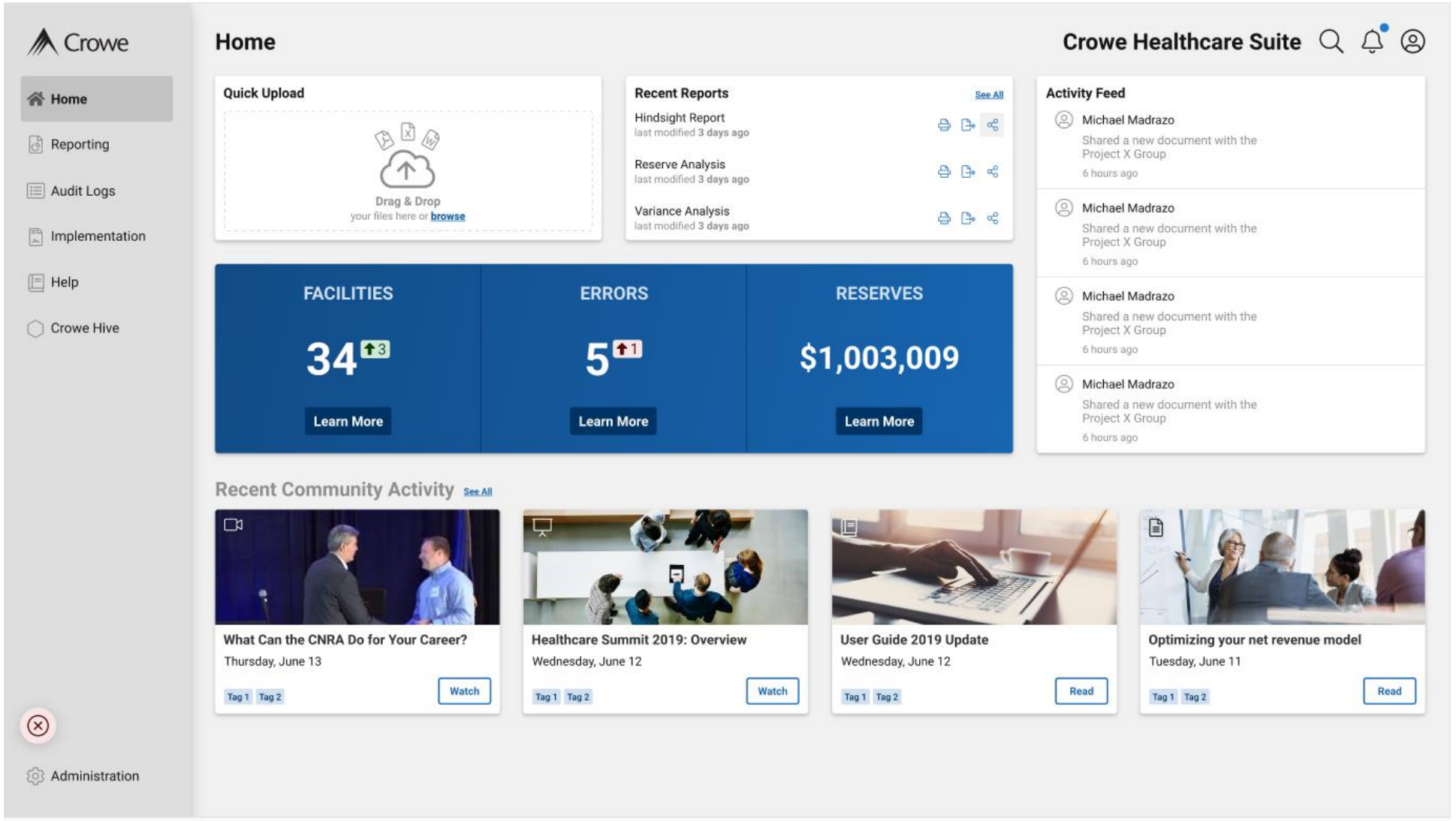
RCA MVP (2021)
- Minimum Viable Product
- Implement with Beta Client
- Begin work on additional modules

BCBS Module
- Beta Client(s) with hospitals in Illinois

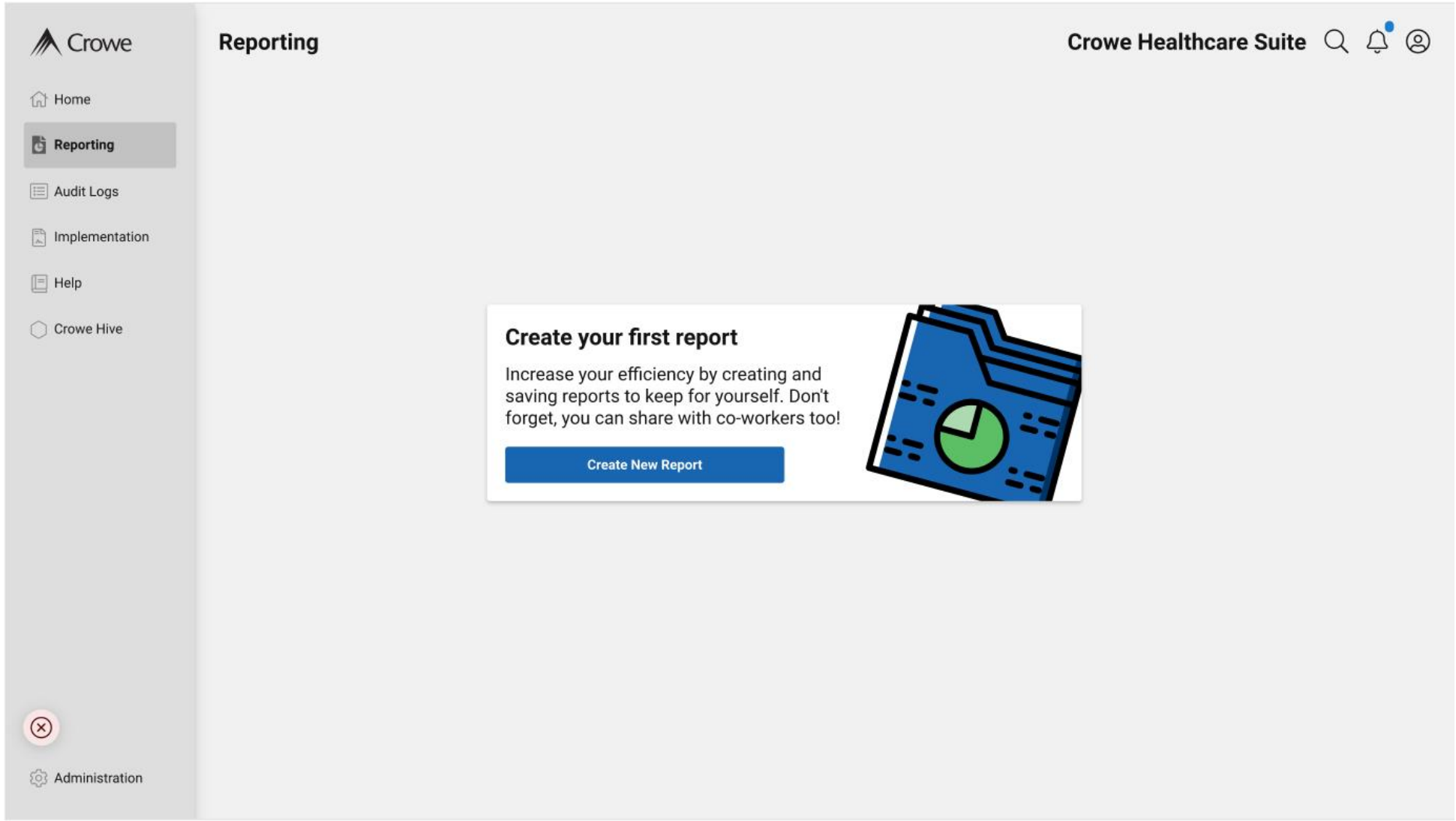
Complete Client Conversions
- Sunset legacy RCA environment(s)

Showcase

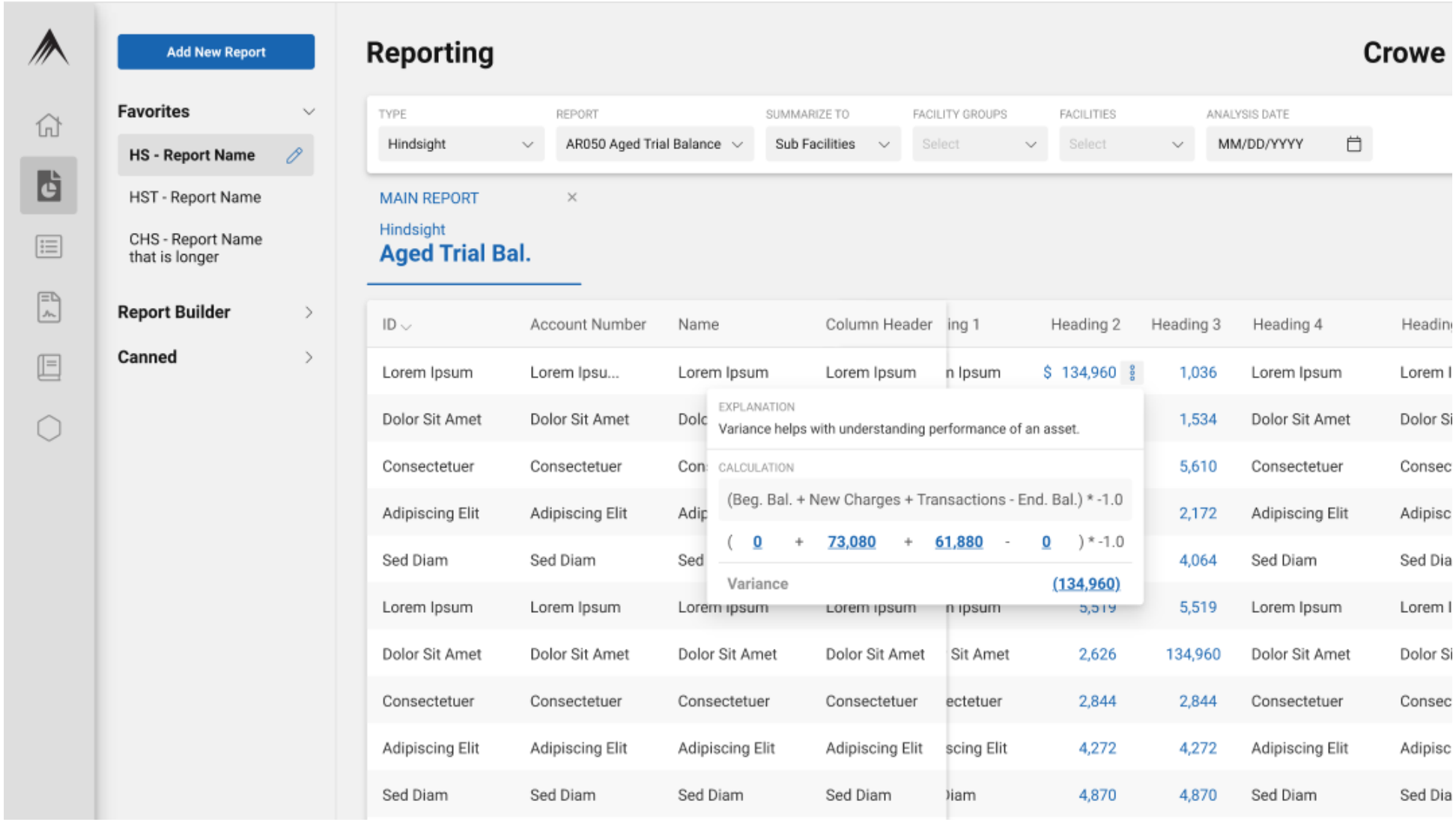
Customizable Dashboard



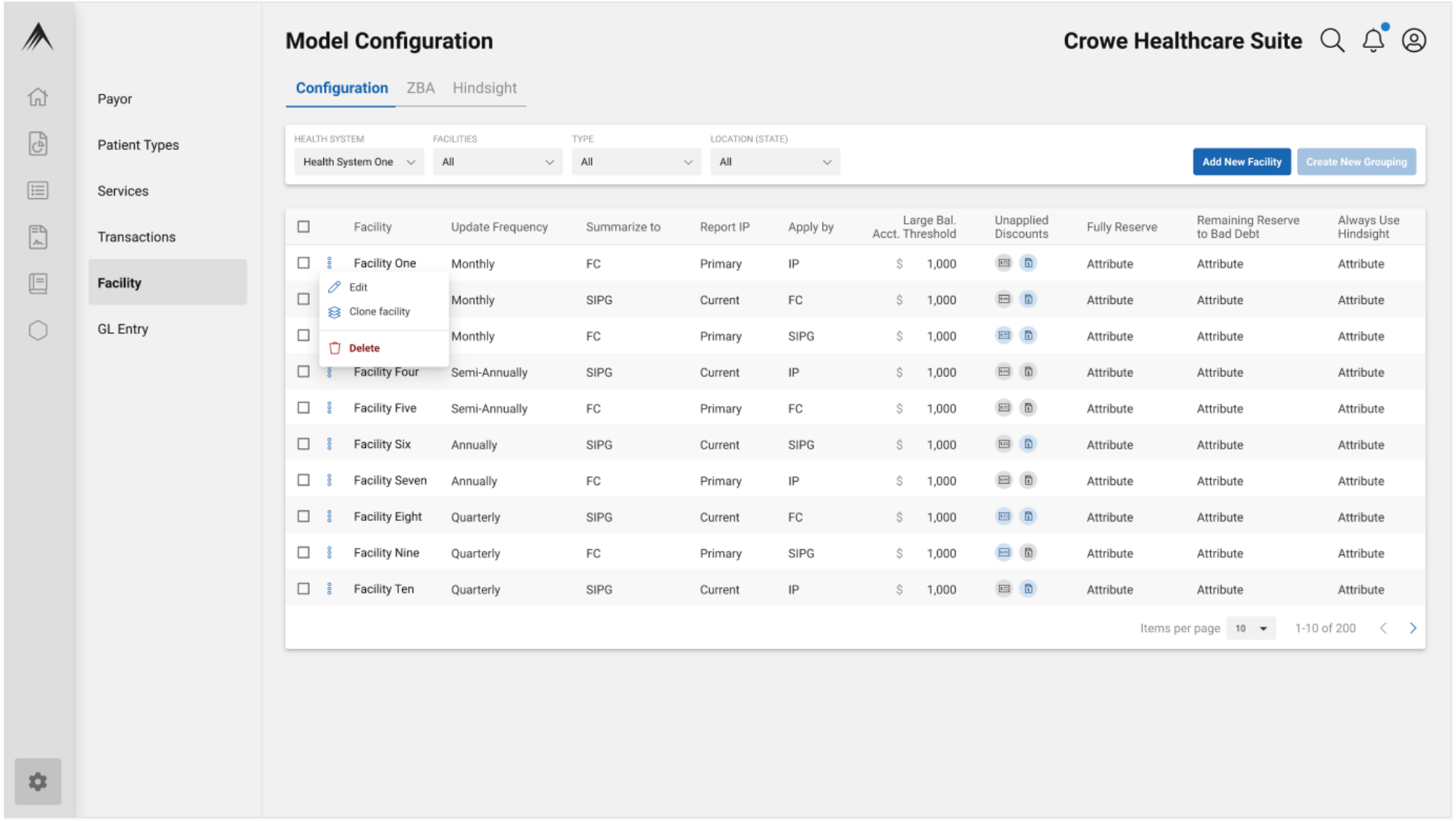
Report Generator



Drill Through Functionality



Enhanced Configuration



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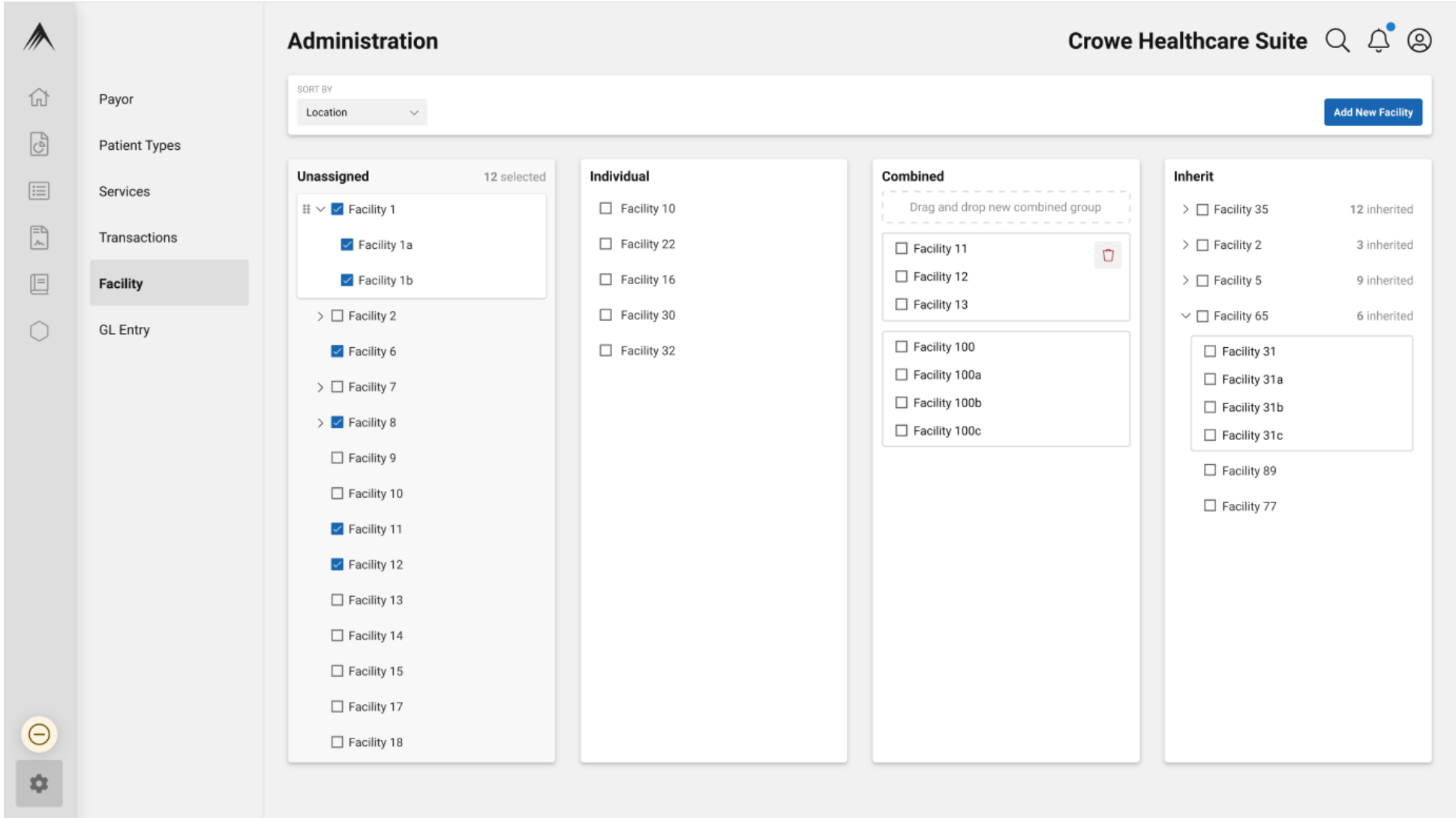
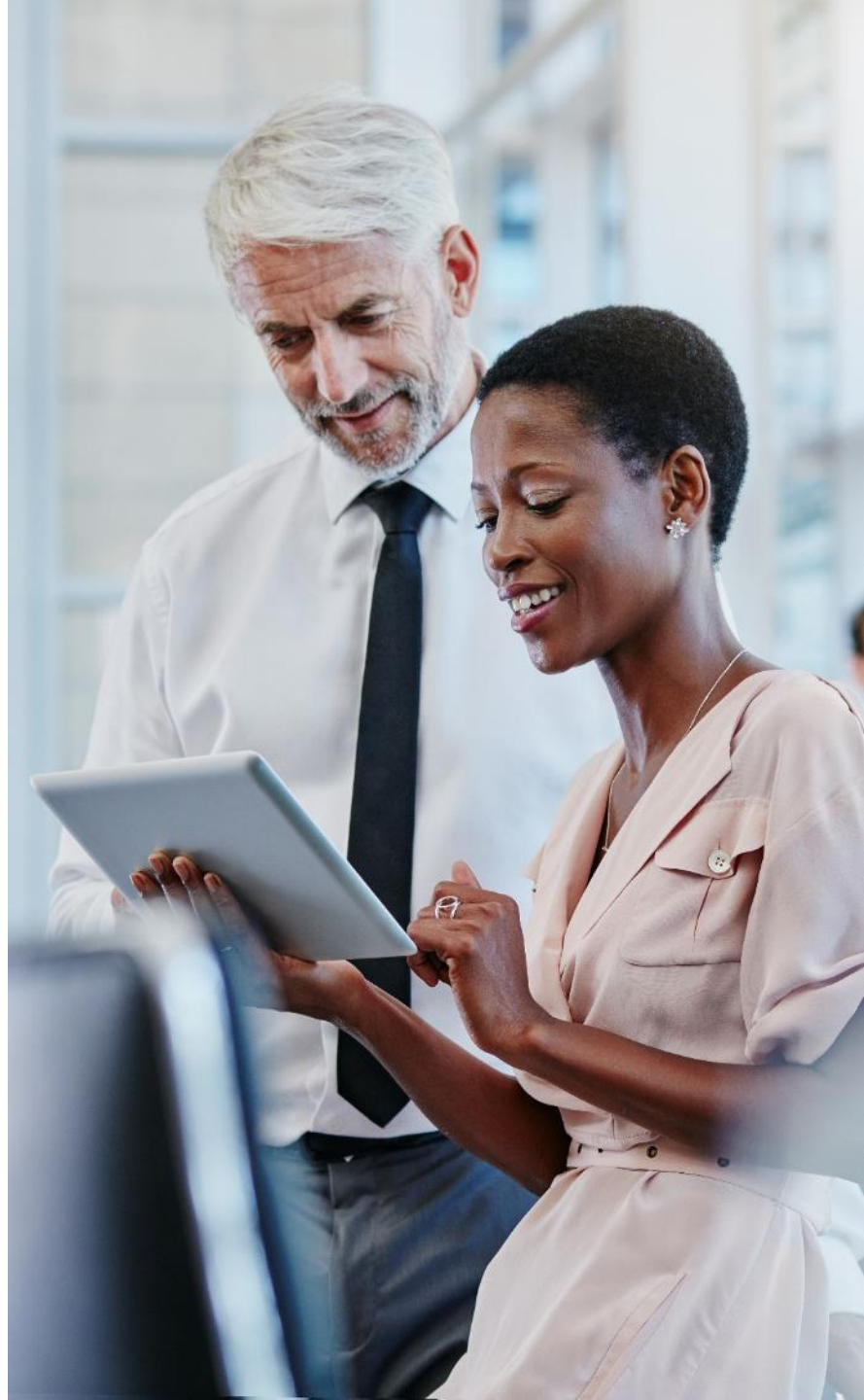


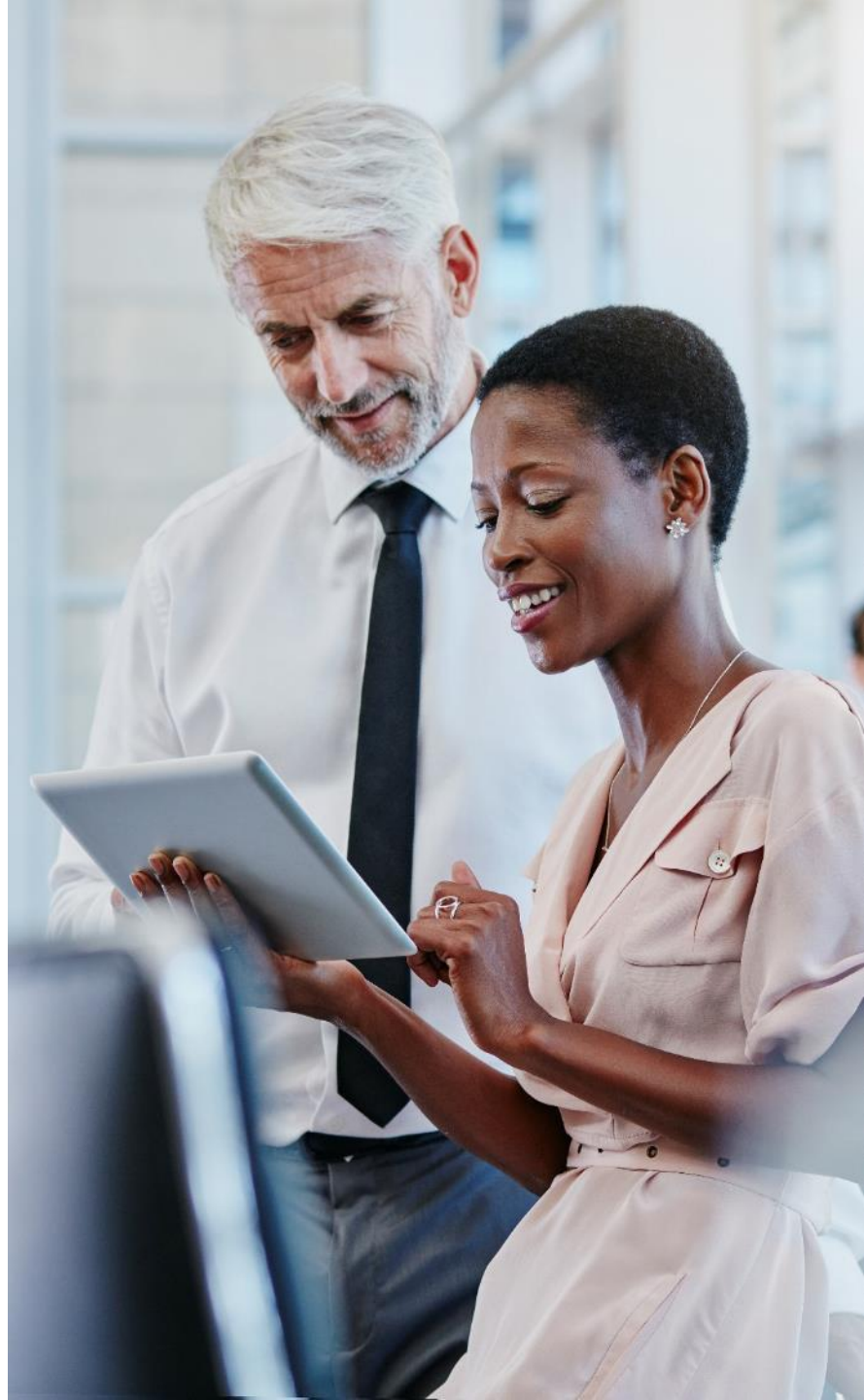
Data Value Stream

- 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



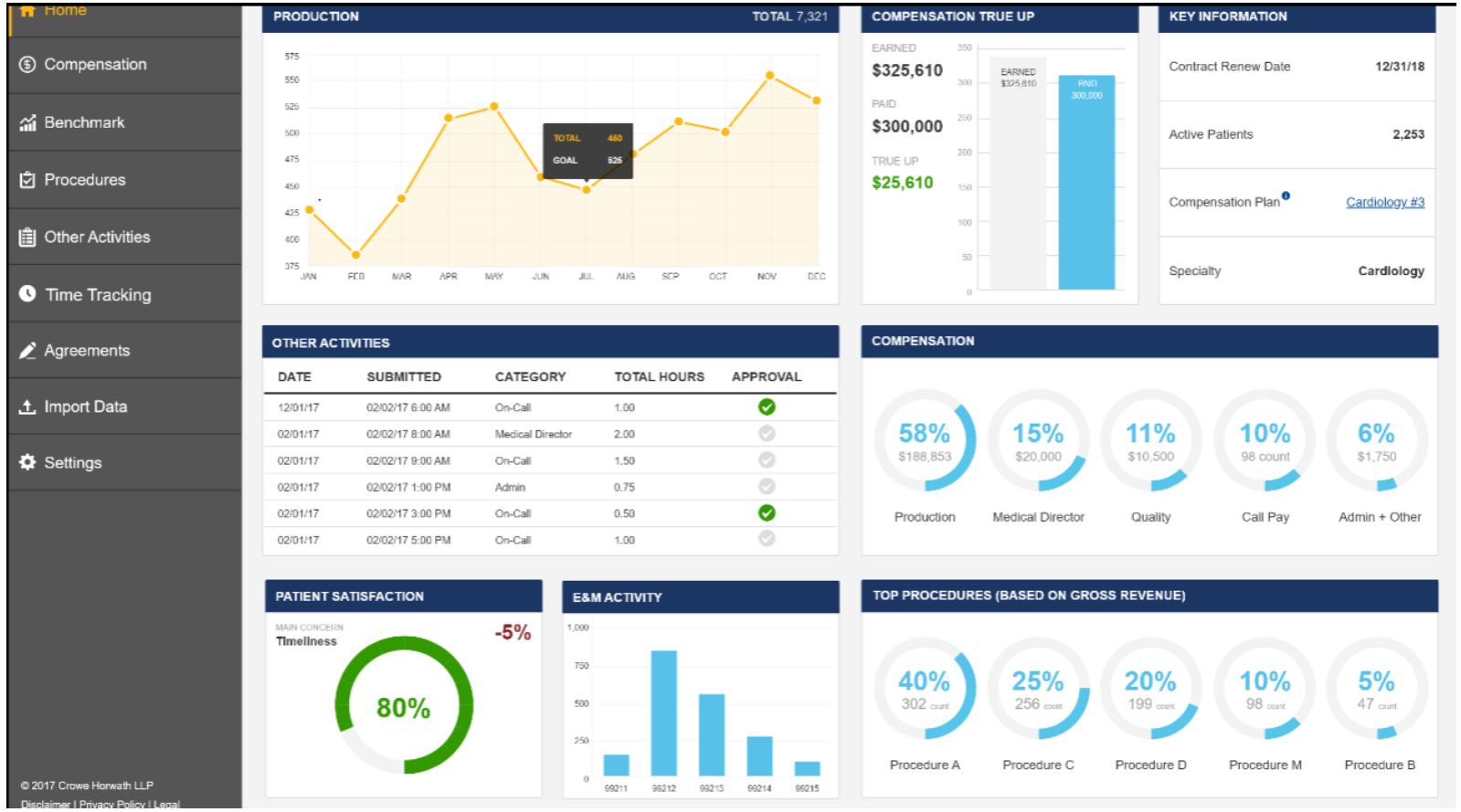
Physicians

- 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



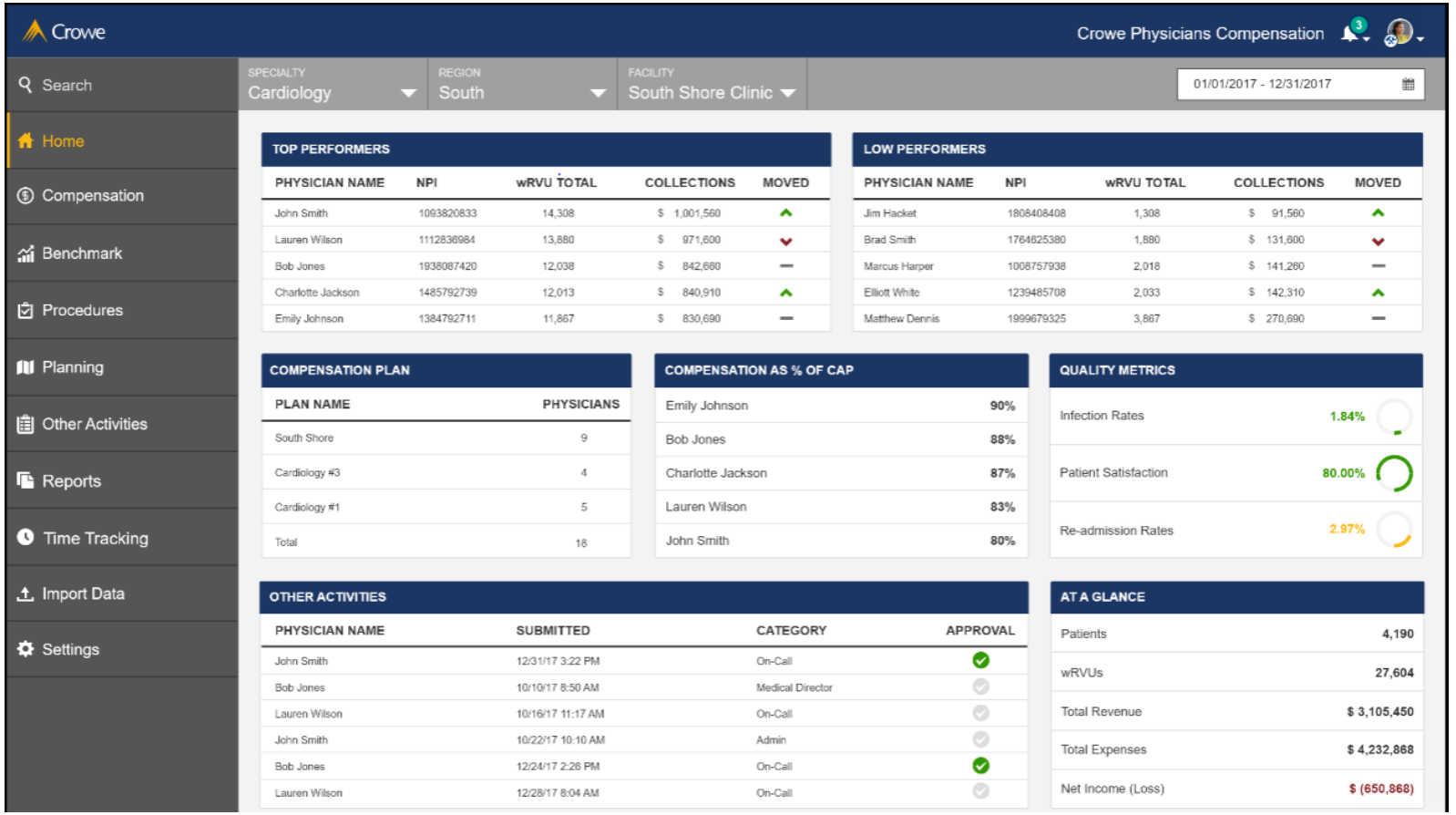
Conceptual Prototype (Physician User)

- 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

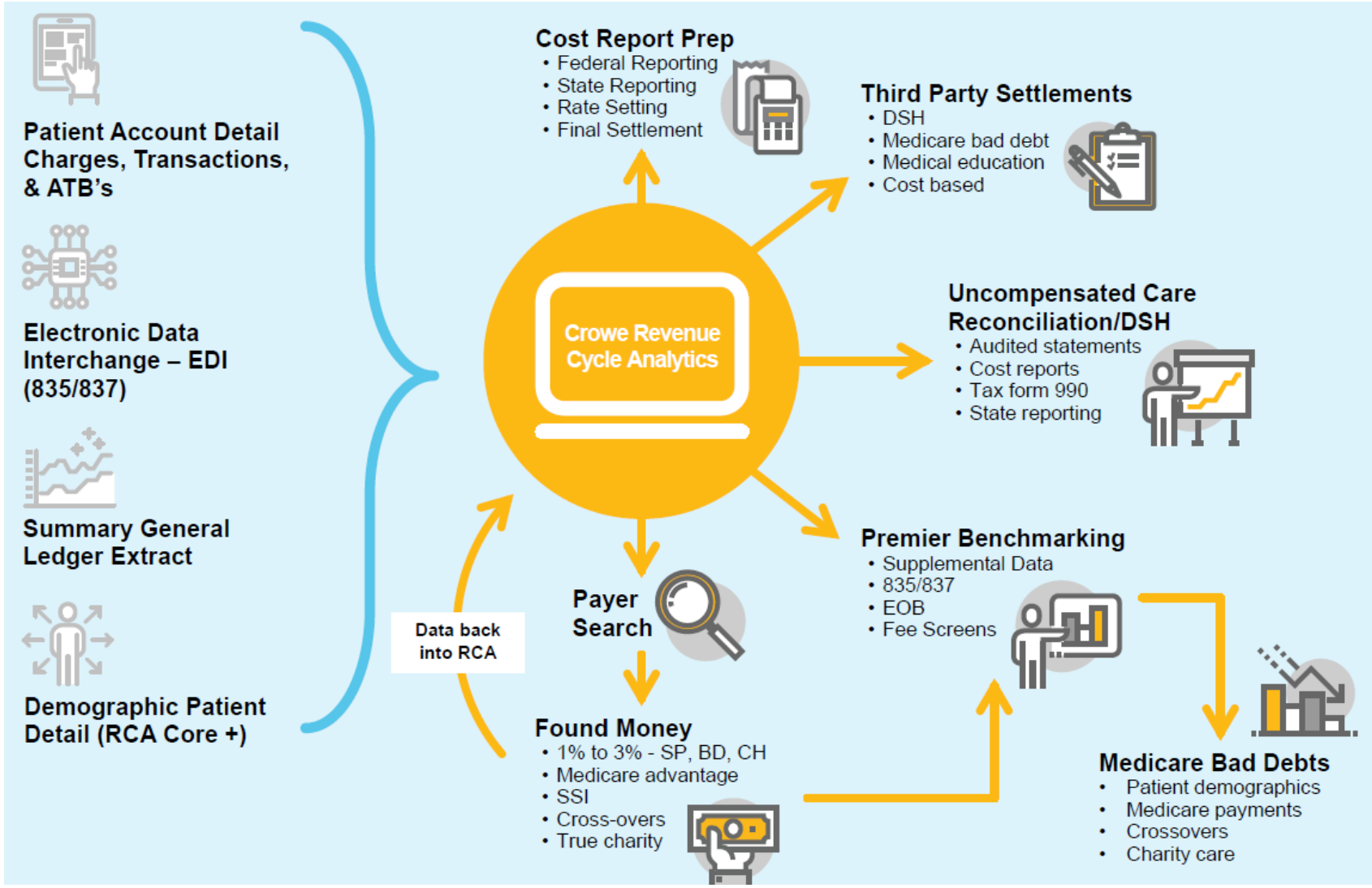


Conceptual Prototype (Administrative User)

- 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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