

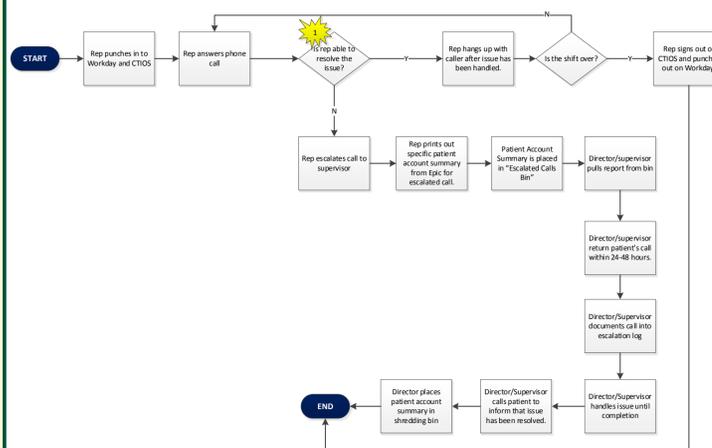
Project Background

The Patient Financial Services (PFS) Dept. has a high Call Abandonment Rate (19%), which yields a low quality patient experience

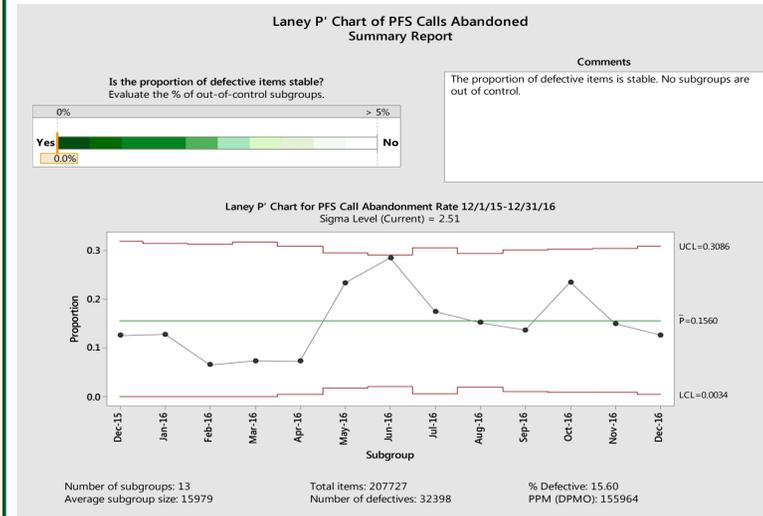
Project Goal

To decrease the Call Abandonment Rate in the Patient Financial Services Dept. from 19% to less than or equal to 5% by October 29, 2017

Current State



Baseline Data



Process appears to be in statistical control

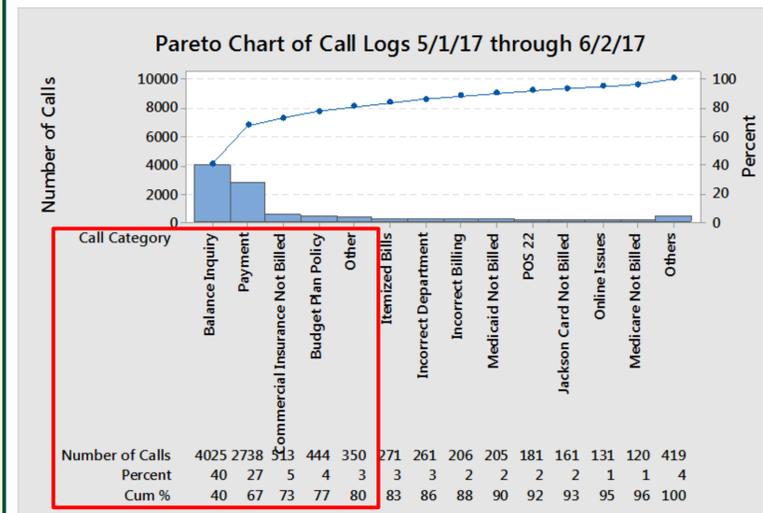
Proposed Solutions

- Revise Budget Plan Policy
- Revise Prompt Pay Discount for Balance After Insurance Policy
- Change the PFS hours of operation to align the call volume with an adequate supply of PFS Reps
- Initiate a new noon lunch break for all PFS Reps

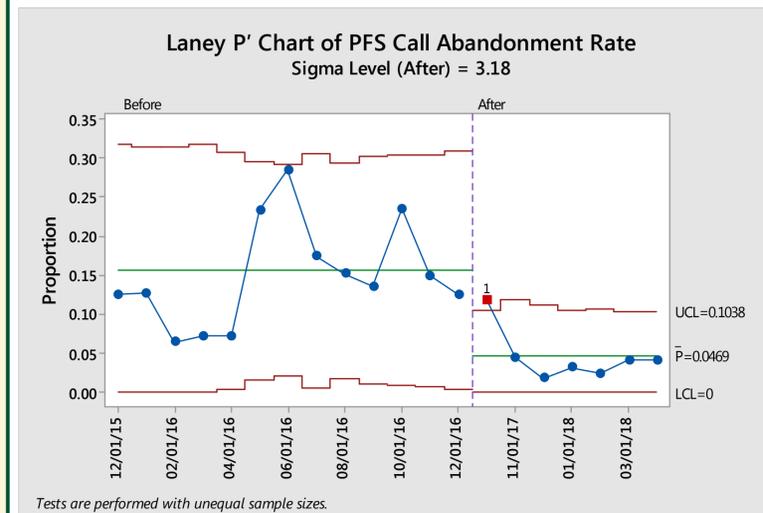
Implemented Changes & Control Plan

- Revise Budget Plan & Prompt Pay Discount Policies
- Change the PFS hours of operation
- Initiate a new noon lunch break for all PFS Reps
- Monitor the Call Abandonment Rate
- Track the number of actual reps on the phone
- For FY18, cost avoidance of \$163,200

Root Cause Analysis



Results



Sustainability

- Create a pre-service counselling team that will explain to patients their benefits and financial responsibility
- Improve the following:
 - Insurance verification process
 - Patient online portal performance