

Learn How to:

- ✓ **Calculate Staffing & Service Levels**
- ✓ **Reduce Talk Time & Abandon Calls**
- ✓ **Train & Develop Staff for maximum Productivity & Retention**
- ✓ **Provide excellent customer service from initial call to visit completion**
- ✓ **Improve the Revenue Cycle**
- ✓ **Create Management Reports that get attention**
- ✓ **Take advantage of your Telephone System Capabilities**
- ✓ **Design & Deploy Schedules that attract business**
- ✓ **Avoid or reverse common Start Up mistakes**
- ✓ **Compete with Freestandings**
- ✓ **Grow Market Share**

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515 Stump Road, Suite 204; North Wales, PA 19454
877-379-9749 or 215-393-9360 www.oms1989.com

About the Company

Since 2001, Operational Management Systems, Inc. has assisted Acute Care Hospitals improve central scheduling departments. Every client realized better capacity utilization, reduced lost calls and significant increased business volumes. Many of these clients operate in very competitive markets that include other hospitals and free standing facilities sometimes owned by physicians on their staff. The hospitals remain prospering today by consistently applying these techniques and are active references and examples for published articles.

Founded in 1989, Operational Management Systems, Inc. specializes in acute care hospital operations and delivers consulting services that produce an Return On Investment (ROI) on each engagement. We have experience in just about every operating area within a hospital. Most frequent initial requests for our services include areas such as: the Emergency Department, Operating Room, Radiology Department, Length of Stay Reduction, Clinical Effectiveness and Central Scheduling.

About the Presenter

After six years of working with Central Scheduling departments, Dan O'Neill co-authored an HFM magazine article titled "Centralized Scheduling an Unanticipated Revenue Cycle Improvement Opportunity" (9/07) covering the myriad of elements involved in a successful department. He has also made Central Scheduling presentations and conducted Webinars for national organizations such as:

- The American Association of Healthcare Administrative Management (AAHAM) and
- The National Association of Healthcare Access Management (NAHAM)

[View select Webinars and other examples of the company's Central Scheduling work @ \[www.oms1989.com\]\(http://www.oms1989.com\).](#)

Prior to working in healthcare, Mr. O'Neill consulted to multiple industries on issues related to scheduling, throughput, productivity, quality and customer satisfaction. Mr. O'Neill began his consulting career in 1981 and holds a Masters degree in Education.

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Central Scheduling Workshop



March 25, 2009

Conference Center

NJ Hospital Association, Princeton, NJ

**Techniques & Tools for:
New, Existing or Planned
Departments**

For:

- Patient Access Managers
- Scheduling Supervisors
- Ancillary Department Directors
- VP Finance, VP Operations
- Revenue Cycle Manager
- Marketing/Planning Director
- IT Analyst/Management Engineer

Provided by:

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Workshop Agenda

AM Session: The Fundamentals

1. Establishing performance goals
2. Calculating Staffing & Service Levels
3. Designing the Process & Workflow
4. Training & Developing Staff
5. Developing the Appointment Schedule
6. Utilizing Telephone Systems
7. Implementing Alternative Access Channels

PM Session: The Management Process

8. Maximizing Productivity & Service
9. Forecasting & Handling Demand Surges
10. Satisfying Customers
11. Motivating & Retaining Staff
12. Managing the Appointment Schedule
13. Evaluating the department's effectiveness
14. Reporting Results & Obtaining Help
15. Growing the business

A combination of examples, exercises and case presentations will be utilized to deliver the training material. If you have data or examples from your current operation that you may like to have included, contact us in advance so we can develop the situation for you. It can remain anonymous if you like. The number of cases we accept will be limited.

If you bring a laptop, you will be able to practice with some of the calculation tools we will be using during the training. Also you will be able to learn how to use the Excel Worksheet you will receive for generating reports.

Outcomes

Why a Workshop?

Webinars and reference materials are fine devices but when you need to be able to apply the knowledge interactive practice and experience is hard to beat. Is your job and your organization's success worth the time?

What will be learned?

Central Scheduling combines a Call Center and a Scheduling Department with a (pre) registration function to form a very unusual operation for a hospital. Management is now required to not only know the finance requirements for reducing denials and non-payments but to understand how an incoming call center and a scheduling department should work (well). If those two aspects don't work properly, the Revenue Cycle improvement effort will be minimized as Central Scheduling actually becomes a bottleneck for business getting into the hospital. Conversely, if it works well, the improved revenue impact can be enormous and well beyond the original expectations of Finance.

You will be able to apply the techniques for:

- Calculating and demonstrating to Administration your staffing requirements relative to call volumes and related duties
- Producing the productivity and customer service levels you desire
- Designing your systems and processes to make your & the staff's job more reasonable
- Obtaining the proper ordering information from referring physician offices
- Training, developing and motivating staff to achieve desired performance levels & reduce turnover rates
- Gaining the cooperation of ancillary departments in the scheduling process
- Growing the hospital's business

Registration Details

Costs

1 Participant = \$700 2-3 Participants = \$1,000
Multiple participants pricing is for 1 institution. We encourage group participation especially cross departmental. For multiple institutions (system) group pricing, contact us.

Materials, etc. to be provided:

1. All presentation/education materials*
2. **Excel File** formatted for weekly/annual reporting incorporating graphs and data tables*
3. **PDF** of "Centralized Scheduling an unanticipated Revenue Cycle Improvement Opportunity" published in HFM magazine*
4. **"Call Center for Dummies"** - 1 copy per participating hospital

* Provided on CD/DVD & available for downloading

LUNCH is included

Instructor will be available pre & post session for questions

Workshop Times: 9:00am—3:00pm

Conference Center Info & Travel Directions @ www.njha.com or 609-275-4140
Contact us for Hotel Information if required.

Payment, Cancellation & Refund Policy:

- Full payment must be received prior to the event.
 - Cancellations can be made with a 5 working day advance notice and will incur a 10% fee. Refunds will be mailed 1 day after the Workshop.
 - Late cancellations or non-attendees will be charged the full registration fee. Credit may be transferrable to another seminar location.
 - Participant substitution is permitted at anytime.
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