

REVENUE CYCLE KEY PERFORMANCE INDICATORS

A virtual performance calculator

Also consider training on these related topics:

[Hospital Financial Management for the Non-Financial Manager](#)

[Turning Data into Useful Information](#)

[Managing the Modern Medical Center With Metrics](#)

"This session focuses on the meat of the issues (measurement) with very little 'lead in' fluff. Thank you!"

Would you like valid data to indicate if you are hitting performance targets? Using national guidelines, you will learn where your organization fits, how to recognize red flags, and what to do when they appear.

Participants will learn to:

- Use a comprehensive set of Key Performance Indicators (KPIs) for the revenue cycle.
- Design scorecards that present each KPI and compare current results to better practice indicators.
- Incorporate KPIs into revenue cycle monthly reports to the board, administration, and revenue cycle management team.
- Understand best practices, upper and lower control limits, and the importance of managing trends.
- Automate the production process to extract function-specific KPIs that can be used to develop managed care report cards.



Presented by

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President
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Steven teaches and consults widely on healthcare financial management issues. With 30 years experience in the field, he has been vice president, finance, with Highland Park Hospital in suburban Chicago and a hospital/health system finance officer in New York, New Jersey, and Missouri.

Steven holds a BS in History and an MS in Accounting from the State University of New York. He is a CPA and a Fellow of HFMA, and has served as president of the First Illinois Chapter and on the National Board of Examiners for HFMA. A Diplomat of the American College of Healthcare Executives (ACHE), he has given seminars throughout the U.S. and Canada, including presentations at the ACHE Congress, HFMA's Annual National Institute (ANI) and Seminars, HIMSS Annual Conference, State Hospital Associations, Johnson Controls, Inc., and GE Healthcare Financial Services. Steven has co-written articles on healthcare information systems and an award-winning article, "Ten Ways to Improve Cost Management in Hospitals." Other published works include *Fundamentals of Healthcare Financial Management*, *Understanding Non-Profit Financial Statements*, and *The Power of Clinical and Financial Metrics*.

"The speaker had 'been there.' His expertise was clear and timely."