

Project Outline

POS Collection/Account Resolution

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Item #	Set-up: Project Outline	Toolkit Worksheet Resource for Completion	Sheet Ref	Done (date)
Project Initiation				
1	Set-up project administration	Project Administration - POS worksheet		
2	Develop Organizational Financial Policy approved and supported by Senior Management and the Board of Directors that includes processing guidelines for Financial Resolution for all patients regardless of patient type, insurance coverage and ability to pay.	Organizational Policy Components worksheet		
3	Develop list of potential areas where POS collection/Account Resolution is feasible	Potential Implementation Areas worksheet		
4	Complete High-level evaluation tool to make initial determination of POS collection/account resolution feasibility for each identified potential area	Initial Evaluation Analysis worksheet		
5	Complete detailed evaluation for initial areas identified for POS collection/account resolution based on high level evaluation.	ED/Recurring/Procedure assemble Information worksheets, ED/Recurring/Procedure complete stats worksheets		
6	Approve final listing of areas identified for POS collection/account resolution based on detailed evaluation ROI and Project Teams determination of # of areas for initial implementation.	ED/Recurring/Procedure Analysis worksheets		
7	Master Project Plan developed based on approved scope of work for current project	Sample Master Project Plan worksheet		
Process Development				
8	Complete current departmental processing review	Current Process Review worksheet		
9	Finalize ideal processing steps for each area slated for POS collection/Account Resolution	Ideal and Current Comparison worksheet		
10	Finalize exceptions to the ideal process and how each exception will be resolved.	ED/Recurring/Procedure Ideal with Exceptions worksheets		
11	Identify gaps between current and ideal processing required for POS collection/Account Resolution. Include gaps for daily work, technology, equipment, reports, forms, physical space restraints.	Ideal and Current Comparison worksheet		
12	Develop workplan and complete workplan tasks to resolve gaps between ideal and current departmental processing including workflow, technology, equipment, reports, forms and space restraints.	Redesign Process workplan & Technology workplan worksheets		
13	Finalize redesigned workflows for POS Collection/Account Resolution based on completion of redesign workplan tasks and incorporating any new technology, equipment, forms, reports and physical space modifications.	Ideal Production/Exception work flow worksheet for each section is found in POS Redesign Process Development.xlsx		
Procedure Development				

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14	Finalize Departmental procedures required to support POS Collection/Account Resolution	Access processing procedure listing; Sample procedures		
Staffing Development				
15	Finalize staffing needs for each area implementing POS collection/Account Resolution.	ED/Recurring/Procedure Staffing Analysis Folder (includes 13 worksheets)		
16	Complete training for all staff in each area implementing POS collection/Account Resolution.	Training Development worksheet		
17	Build monitoring tools	POS Collection Tracking (Included in the process development folder)		