



Collaboration of Revenue Cycle Epic Users

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Collaboration of Revenue Cycle Epic Users (CORE)

- Where Epic Revenue Cycle leaders come to gain knowledge, share best practices and network with their peers.



www.coreusersgroup.org



CORE Formation

- CORE was founded in 2012 by
 - Karen Wilson (University of Utah)
 - Gil Radtke (Stanford Health Care)
 - Cliff Skinner (UCSF Health)
 - Matt Navigato (Oregon Health & Science University)
- CORE was created when many organizations were transitioning to Epic and were eager to learn from each other.



Founding Values

- Peer-to-peer learning
- Sharing best practices
- Helping Epic shape & refine software
- Creating networking opportunities among membership

CORE Governance

Board of Directors

- Cliff Skinner (UCSF, Retired)
- Karen Wilson (University of Utah)
- Candace Hoshi (University of Colorado Health)
- Kelly Kloeckler-Thornton (UT Southwestern Medical Center)

Education Committee

- Candace Hoshi (University of Colorado Health)
- Jill Buathier (Stanford Health Care)
- Kim Huffman (Saint Francis Health System)
- Kim Pacheco (University of Utah Health)
- Michael Mercurio (Mass General Brigham)
- Svenja Bellin (University of Colorado Health)



Conferences

- 2 conferences per year: Spring & Late Summer
- 40 or more Epic clients
- Attendance capped at 320
- Presentations are all done by providers with ways they have leveraged Epic
- Epic provides capstone presentation on upcoming new Revenue Cycle features.



Sponsors

- CORE typically invites seven vendors to join together to sponsor each conference.
- Conferences do not include a vendor fair but sponsors are welcome to attend most conference sessions.
- For more information on sponsorship opportunities, please contact Karen Wilson:
 - Karen.wilson@hsc.utah.edu



3 Conference Rules

1. Meet 3 new people

2. Identify 3 new ideas

3. Implement 3 new ideas



Best Practice Groups

- There was a desire to connect outside of the two conferences per year
- Best Practice Leader Member hosts monthly webinars
 - Hospital Billing, Professional Billing, Patient Access Services, Patient Experience/Single Billing Office, & Revenue Integrity
- Epic personnel sit in and provide technical advice

Hospital Billing



Antonio "Tony" Fonseca
Director, Patient Financial Services
[Hospital & Professional]
UCSF Health

Objective

**"Monthly webinar to share
Hospital Billing best practices, to
learn and to network."**

Professional Billing



Jamie Murray
Operations & Finance Manager
University of Utah Health

Objective

“Monthly webinar targeted to facilitate connections, share knowledge, discuss Epic Revenue Cycle functionality & best practice recommendations aimed towards Professional Billing.”

Patient Access Services (PAS)



Kim Pacheco
Director, Patient Access
University of Utah Health

Objective

“Monthly webinar to share ideas, struggles, solutions and overall support for the complex and ever changing world of Patient Access.”

Patient Experience/ Single Billing Office (SBO)

Objective

“Monthly webinar to discuss the most up-to-date best practices, industry trends, and management practices in the self-pay space.”



Terri Meier
Assistant Vice Chancellor
University of Arkansas [UAMS]

Revenue Integrity

Objective

“This meeting involves Revenue Integrity teams across the country to present solutions that have worked for their organization or to ask questions for a problem their organization is facing.”



Angie Labadie
Assistant Director,
Revenue Integrity
UC Irvine



Affinity Groups

- Data Analytics
- Robotic Process Automation/Machine Learning/Artificial Intelligence
- Epic Payer Platform
- New Epic Organizations
- Transplant



East Coast CORE

- Professional development organization dedicated to Epic users across the East Coast who are either existing Epic users or in the process of implementing Epic.
- The purpose of this organization is to increase knowledge and build a network around the Epic application.

www.eastcoastcore.org



Three Important Lessons I've learned through CORE

1. Imitate to innovate

2. Participation is paramount

- Be an active member of whatever community you are in.

3. What you put into something will influence what you get out of the experience



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