NAVIGANT

CERNER IMPLEMENTATION

Navigant collaborates with providers to successfully convert to Cerner patient accounting

Today's electronic medical record (EMR) market continues to expand and offer next generation, fully-integrated platforms designed to enhance the clinical and patient experience. Navigant's EMR implementation services range across all major EMR vendors in today's market, including Cerner's patient accounting platform.

Navigant offers a proven track record of market differentiating results consistently placing clients in top quartile and top decile go-live metric performance. Our professionals bring deep project management, operational risk, and change management expertise to the following support services:

- Overall Project Management
  - Revenue cycle system implementation project planning
  - Revenue cycle implementation management
- Revenue Cycle Advisement and Conversion Success Management
  - Revenue cycle workflow impact analysis
  - Operational change management and go-live support

Our professionals leverage experience and best-practice revenue cycle strategies in all phases of system adoption through post-live EMR optimization. Navigant serves as an extension of your staff to provide project planning and management activities including:

- Project Planning
  - Strategy development (testing, training, reporting, conversion, legacy accounts receivable)
  - Budget planning
  - Governance structure development
- Project Management
  - Workflow design (including charge description master (CDM) and charging and comprehensive across revenue cycle)
  - System build and testing
  - End-user training

METRICS THAT MAKE THE DIFFERENCE

Our metric-driven approach drives operations, information technology, and revenue cycle with best-practice design and targeted risk mitigation workplans to drive industry-leading results.

TODAY'S EMR IMPLEMENTATION CHALLENGES

- Organizations underestimate clinical and operational interdependency
- Go-live success is undefined and not often tied to financial results
- Information technology's role is to go-live on time and on budget, not to provide a strong financial impact
- Operational design decisions occur without understanding future state impact
- Organizations rebuild current comfort, not what works best for that platform
- System build and testing lacks comprehensive and end-to-end testing to result

REVENUE CYCLE WORKFLOW IMPACT ANALYSIS

Navigant provides advisement to operational stakeholders prior to and during all key decision-making sessions to align with industry best practices. Specific actions associated with this phase include:

- Advise to best-practice system design to complement operational workflows of the organization
- Document key decisions and maintain operational risk tracker
- Review and provide feedback for workflow diagrams, including impact on organizational structure
- Evaluate efficient integration with third party bolt-on tools
- Assist with the identification and updates to policies and procedures, as well as job descriptions impacted by future state workflow decisions

OPERATIONAL CHANGE MANAGEMENT AND GO-LIVE SUPPORT

Navigant employs its EMR risk mitigation methodology to drive change management and provide a smooth operational transition. We also offer strong technical implementation with the end goal of metric success and operational efficiency. In addition to comprehensive revenue cycle functions, KPIs, and both system and operational design, Navigant targets initial go-live management of leading indicators driving consistent cashflow post go-live.

- Revenue Capture and Charge Reconciliation Management
  - Assist with CDM consolidation to fit Cerner CDM model
  - Finalize future state charging and reconciliation processes
  - Establish accountability structure with involvement from clinical leadership
  - Provide strategy and direction for comprehensive charge testing
  - Capture revenue baselines and roll out revenue monitoring tools
  - Conduct daily meetings during conversion to monitor gross revenue capture
- Discharged Not Final Billed (DNFB) and Unbilled (PB) Management
  - Establish accountability structure with cross-departmental involvement
  - Finalize future state billing edits and ownership
  - Provide strategy and direction for iterative billing edit and claims testing
  - Roll out daily DNFB and PB unbilled reporting to identify risks and trending
  - Conduct daily meetings during conversion to for quick stabilization of metrics

With extensive implementation and revenue cycle operational experience, Navigant works as the interface between Cerner and operations to see that sound business decisions are made during system design, testing, training, and through go-live and optimization.