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Patient Access(Registration) Training/Retention

August 22-24, 2023

Jacob Reed & Taylor Benally

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Du yu ga dv The Right Way

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How do we meet our Mission, Vision, Values, and Guiding Principles in our training and retention?

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Patient Access Turnover

Fiscal Year	FTE Lost	<90 Day Turnover %	Voluntary Turnover %	Involuntary Turnover %	Overall Turnover %
2022 2023	2.5	3.27%	10.89%	0	10.89%
2021 2022	4.1	0.00%	22.28%	0.56%	22.84%
2020 2021	3.6	5.93%	11.87%	9.50%	21.36%
2019 2020	1.1	0.72%	7.25%	0.72%	7.97%
2018 2019	2.5	3.62%	10.87%	7.25%	18.12%
2017 2018	6	11.11%	29.63%	14.81%	44.44%

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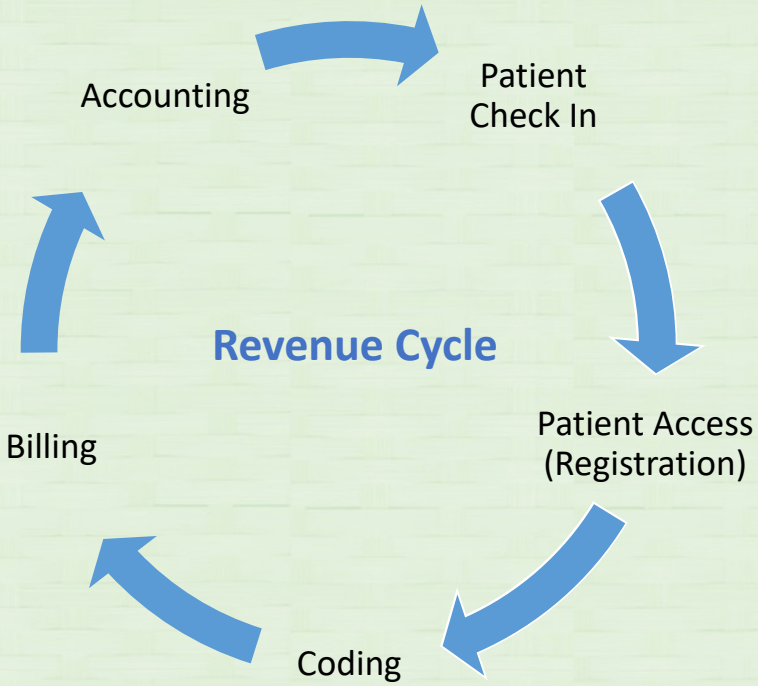
Overall Patient Access (Registration) Training Manual

- Policies
- Who are we? (How does our work impact the overall organization?)
- Operator Training
- Joint Commission (Who are they?)
- Visitor Procedures
- Chart Packets (Adult, Newborn, Non-Ben)



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Overall Patient Access (Registration) Training Manual

- Privacy Practices/Service Agreement/Self Pay Agreement
- Confidential Communications
- Tribal Verification
- Caregiver Authorization
- Affidavits
- Patient Update Forms

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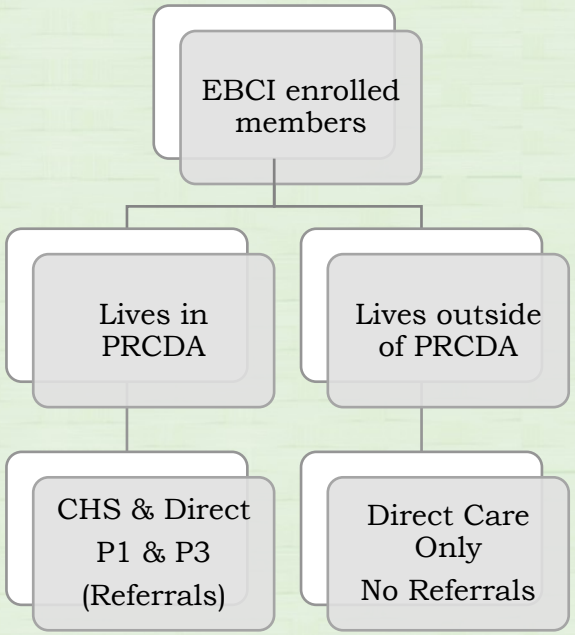
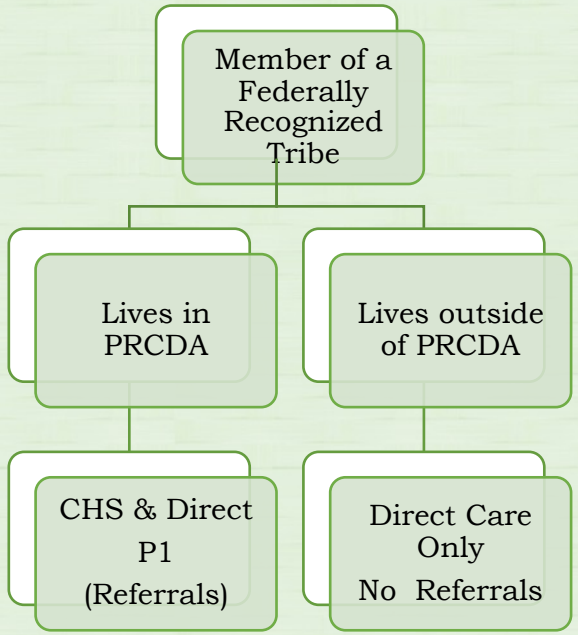
Overall Patient Access (Registration) Training Manual

- Eligibility Flowcharts
- Step Actions
  - Chart Registration
  - How to scan in documents
  - Adding Insurance
  - Notes
  - Workloads/Audits/Pending Letters





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ICC Patient Access (Registration) Training Manual

- ICC Registration
- Scheduling
- Workman's Comp
- Non-Beneficiaries Services
- CDL Physicals
- Payment Collection

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ER Patient Access (Registration) Training Manual

- ER Registration
- Collection of Payments
- MVA’s
- Workmen's Comp
- ER Specific Paperwork
- Patient Bands and Labels

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Analenisgi Patient Access (Registration) Training Manual

- Walk-ins/Groups/Dosing
- Department Specific Software
- Department Specific paperwork
- Collection of payments
- Transit Passes
- BH ROI Process
- Patient Triage

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Patient Access (Registration) Training Checklist

- Orientation
- Patient Access overall training
- Tribal Option Orientation
- Introduction to Right Way
- Job Description
- Policies
- Duties and Responsibilities
- Department Specific Training

Patient Access Training Checklist

Staff Name _____ **Supervisor** Taylor Benally

New Hire Start Date _____ **Transfer Start Date** _____

Date of Training of Patient Access for Existing Employees _____

Topic	Date Completed	Method/Competency	Notes/Status
CIHA Orientation: Welcome Video, Basic Hand Hygiene, Bloodborne Pathogens, CIHA Compliance Plan, CIHA Confidentiality Attestation, CIHA Social Media Policy, Code of Conduct, COVID-19 Pledge, Introduction to HIPAA, CIHA HIPAA Attestation, MRI Magnet Safety			
CIHA Patient Access Training: Such as but not limited to IHS Eligibility, Customer Service, Compassion Fatigue, Escalation Procedures and Other Hospital Operations		Completion of Patient Access Modules	

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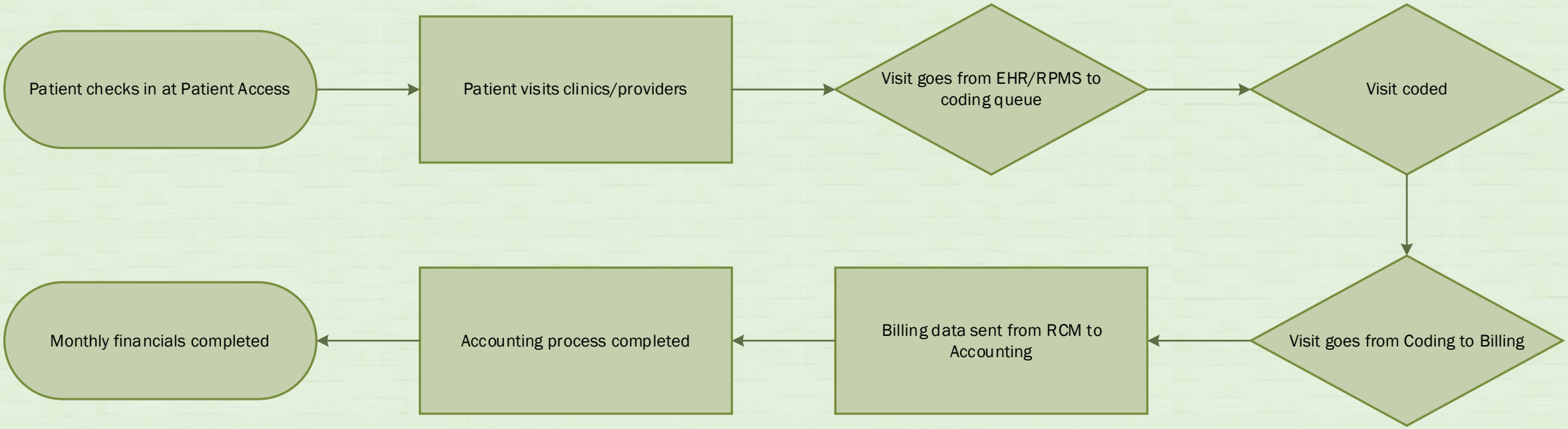
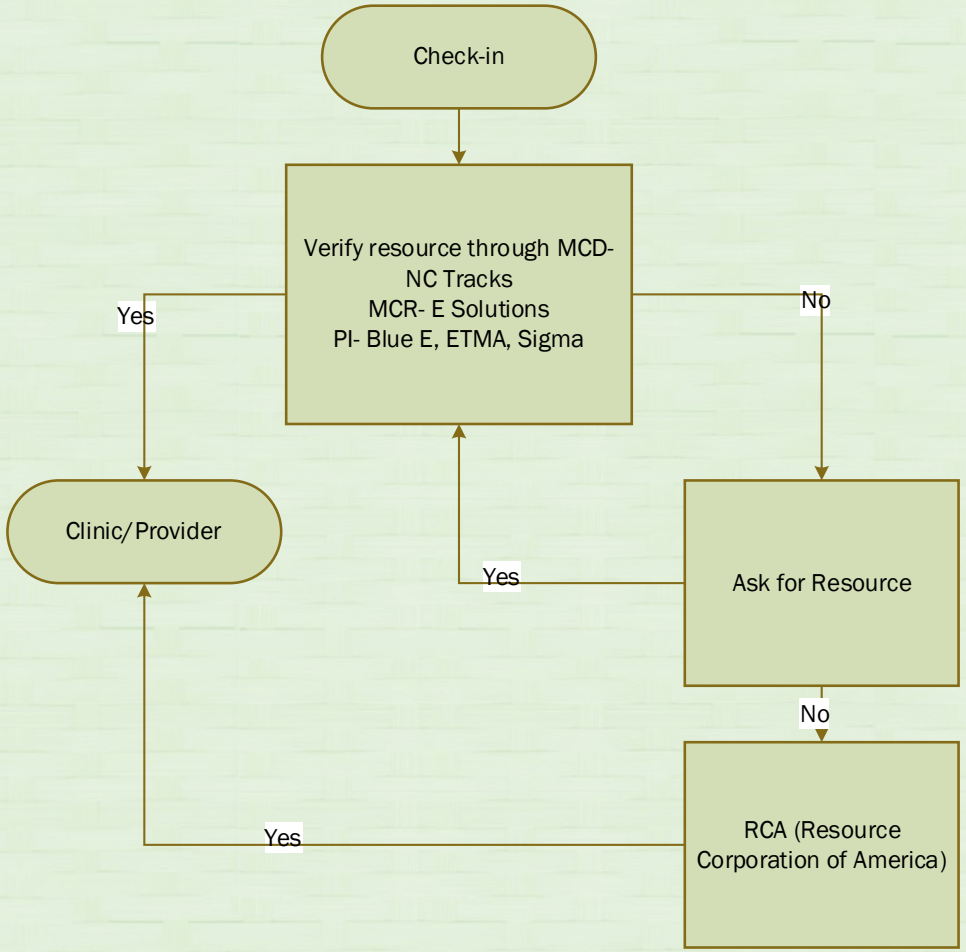
Revenue Cycle Overview



Patient Access



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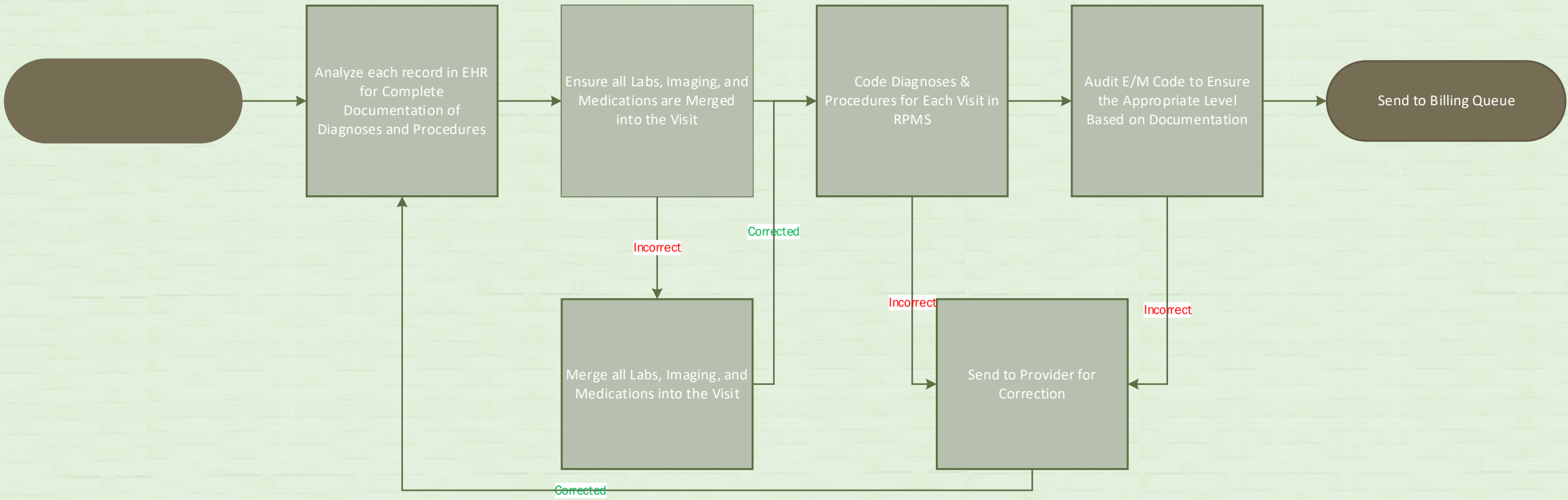
Coding



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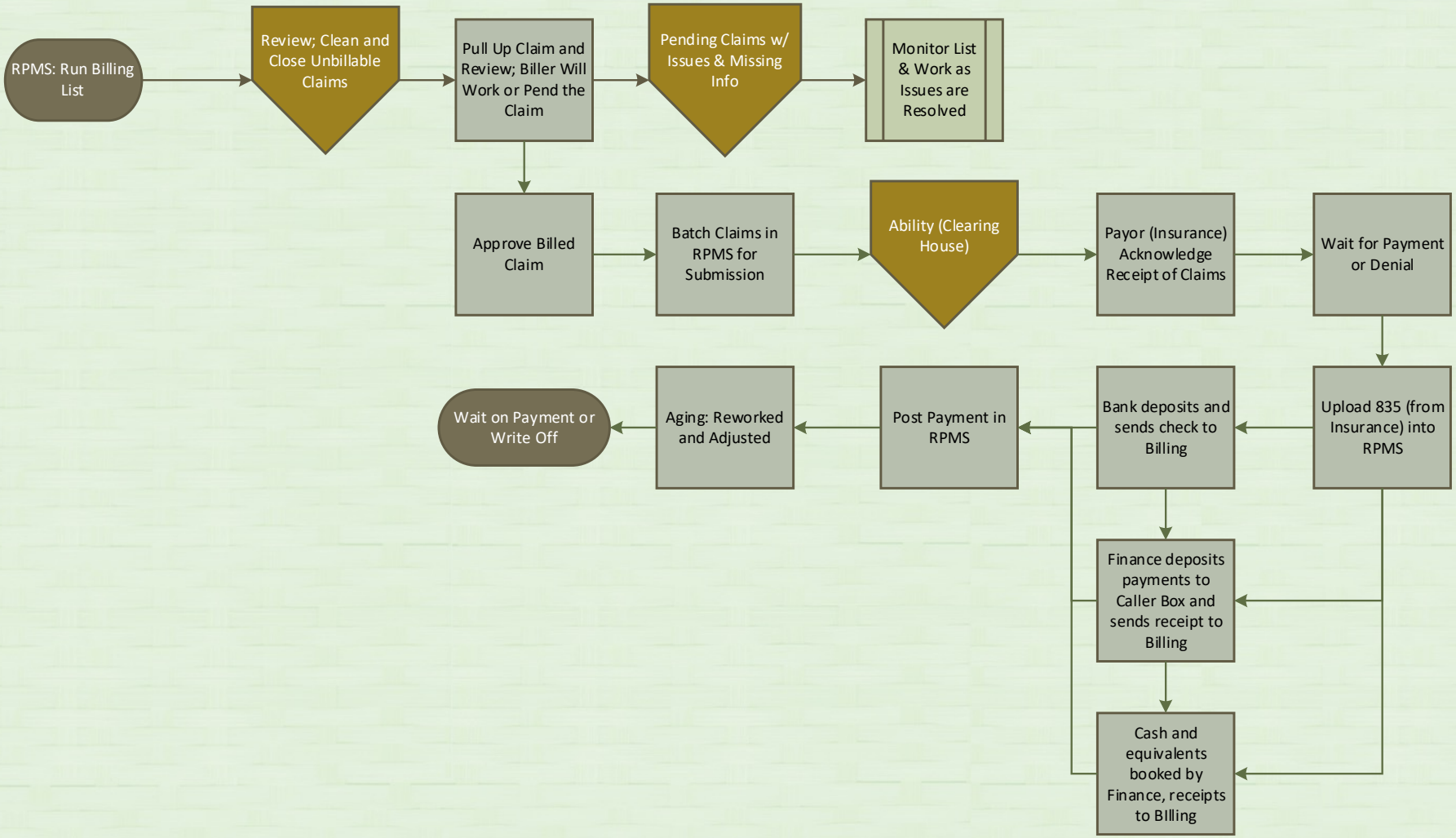
Billing



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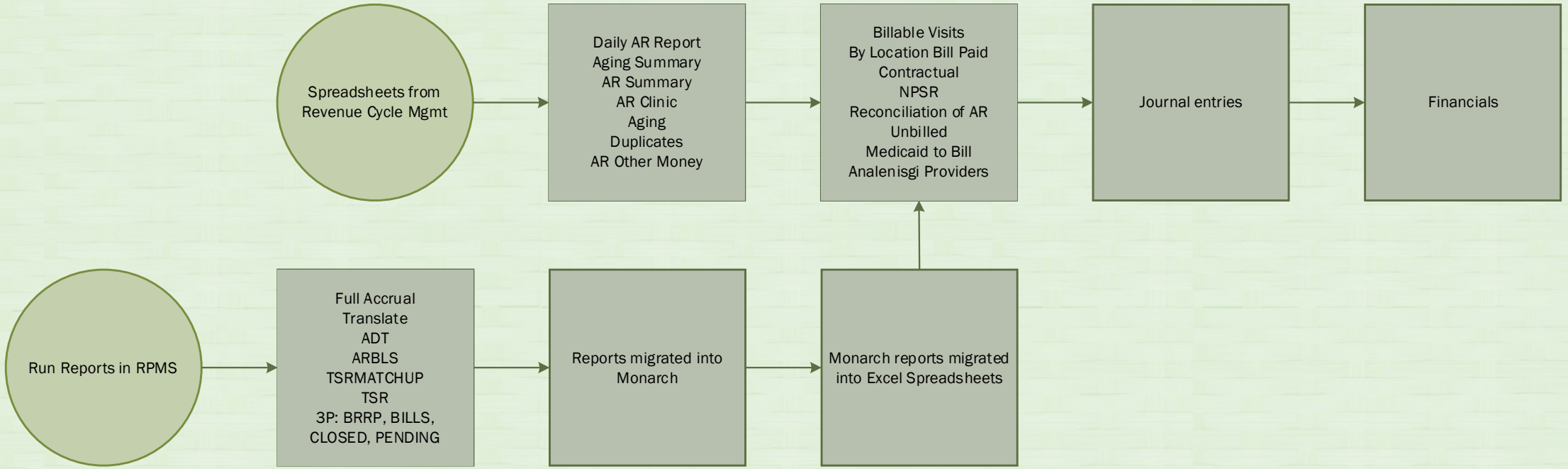
Accounting



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Applying our Mission, Vision, Values, and Guiding Principles in our daily work and problem solving

- Changing Mental Models
- Three steps to service
- Supporting employees and patients, setting them up for success
- Communication
- Relationship Building

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Ensuring Success

- Department Leadership Meetings
- Leadership Meetings
- Team Huddles
- Individual Huddles
- Audits
- Open Door Policies

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Questions?