Keeping up with COVID-19
Webinar Series

Leveraging Education as a Key Strategy of a Solid Business Continuity Plan
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Objectives for today’s discussion:

1. Understand education plan elements - pre and post assessments, generational learning techniques and more

2. Discover strategies to develop education plans, including cross-training

3. Build and sustain positive community relations via programs that train unemployed / underemployed workers
What are the priorities when business is disrupted?

- **Ensure patients** are safely provided necessary care
- **Ensure colleague** safety
- **Keep essential** administrative and business operations going:
  - Patient access
  - Health information management
  - Billing
- **Educate, educate, educate**
A **good** education plan keeps a team up to date on what is necessary to do their job.

A **great** education plan considers generational learning, incorporates ongoing assessments and establishes cross training programs to backfill resources when needed.
Where do we start?

- Health care leader buy-in and support
- Form a team across revenue cycle
- Assess current level of knowledge
- Remediate for identified knowledge gaps in that role
- Lay out a logical education path for cross-training or allow career path broadening
- Final assessment to determine role readiness
Education Map Sample – IP Coding Education for OP Coders

- Prerequisite Assessment and Remediation
- Diagnostic Coding Foundations
- Diagnostic Coding
- PCS Coding Foundations
- PCS Coding Guidelines
- PCS Coding Root Operations
- PCS Coding Approaches
- Practice
- Final Exam

80 Hours Total
Strategies for a Strong Education Plan

- Onboarding
- Cross-Training Options
- Assessments
- Community Outreach
- Continuing Education
- Generational Learning
No organized onboarding educational plan is a disaster waiting to happen

Onboarding equips colleagues with consistent foundational level

Map content to different roles, including but not limited to:
- Foundational knowledge of health care
- Organizational and HR basics
- How to perform a job

Ensures success from day one

Incorporate hands-on practice to help colleagues’ grasp concepts and apply to their role / job
Assessments: Determine Knowledge Level

Assessments determine current knowledge level
- Remediate weak areas
- Accelerate cross training and/or career pathing

Ensures colleagues are current with knowledge necessary to perform job

Incorporate assessments for every area of the revenue cycle
- Patient access
- Coding, CDI and documentation
- Patient financial services
- Denials management
- Billing
Once trained, **colleagues must remain current.**

- **Education plan should include:**
  - Continuing education to keep knowledge current
  - Opportunity for *continuing education credits (CEUs) to keep certification* or to prep for the many healthcare related certifications

West Virginia RN Board
Two main reasons to build a cross-training plan

**Broaden understanding**
of current role and implication it has on entire revenue cycle

- **Client 1:** Revenue Cycle University created to provide cross-functional learning
- **Client 2:** Assigned foundational PFS content to group of coders to learn back end process

**Role-based cross training**
for back-up purposes or full transition

- **Client 1:** Requiring all nurses to hold coding certification
- **Client 2:** Assigned the pro-fee or ambulatory certification to prepare for future initiatives

Create a "university"
Train individuals with no experience for a role or elevate their level of knowledge to a higher level in order to combat labor challenges.

Onsite nThrive instructor example

- Trained 8 military veterans to become hospital outpatient coders
- 14 weeks, 4 hours a day via classroom
- Plus 4 hours via eLearning
5 generations in the workplace
Not everyone learns the same way
Utilize variety of learning elements to meet generational and learner preferences/styles
“Education is the most powerful weapon that you can use to change the world.”
- Nelson Mandela

“Education is the passport to the future, for tomorrow belongs to those who prepare for it today.”
- Malcolm X
From Patient-to-Payment,™ nThrive empowers health care for every one in every community.®