

Keeping up with COVID-19

Webinar Series

Q&A

May 21, 2020

Business Continuity and Recovery for COVID-19 and Beyond

Q. Based on your experience at nThrive, what are lessons learned from this pandemic that we can apply to future disruptions of service?

A. Have a plan in place to mitigate future disruptions caused by COVID-19 or any issue. nThrive did not face service disruptions as an organization; the company had made accommodations for colleagues to work remotely prior to the pandemic, which made the transition smoother. Our recommendations would be:

- ✓ Build a plan to ensure continuity and recovery that maintains productivity
- ✓ Assess process flows
- ✓ Identify technology requirements
- ✓ Include a plan to ensure that communication with colleagues is frequent and consistent
- ✓ Collaborate with vendors you trust for resource augmentation to cover gaps
- ✓ Cross train colleagues as part of your plan to fill critical positions in the event of future disruptions
- ✓ Prepare all aspects of the revenue cycle to ensure full continuity
- ✓ Target areas where automation could support efficiencies – e.g. Robotic Process Automation

Q. What are the most common requests or areas of concern that you have received from health care organizations?

A. The most common request was for services. nThrive has augmented health care providers with remote resources, particularly in the billing space. We've also received requests for instructions/guidance on how to set up technology applications to work remotely, and assistance with aspects of the revenue cycle that involve printing, such as paper claims and attachment of medical records for follow-up.

Q. What roles/responsibilities have you seen excel in a work-from-home environment?

A. From a services perspective, we have seen positive movement on productivity for many of our back-end colleagues, including billing and follow up. Overall, productivity has not been impacted in any areas.

Q. What do you see as the biggest challenge as an organization adopts a business continuity plan?

A. Thinking through and planning for every possible scenario is one of the biggest challenges that we have experienced going through this process. It's equally important to develop a plan that is nimble enough to change and adapt to unanticipated

scenarios, and to have your investments prepared. We found it helpful to have a playbook in place that details exactly who needs to do what.

Q. Have any of your clients shared experiences about developing a business continuity plan?

A. Many of our clients had plans in place. Some were not as robust as they needed for such a large remote workforce or shift in volumes. We have collaborated with many of our clients and are part of their current business continuity plans and agreement to leverage at the designated time, filling resource gaps and providing other support. One cannot predict when and what will impact your organization; many of our clients have chosen to develop plans that include support from vendor partners like nThrive. Specific issues that our clients noted were personal computers, network access, internet broadband access, competing priorities of staff during stay at home periods, and shortages of critical skills such as coding.