



**CHEROKEE INDIAN
HOSPITAL AUTHORITY**

Patient Access: Train and Retention

March 12, 2024

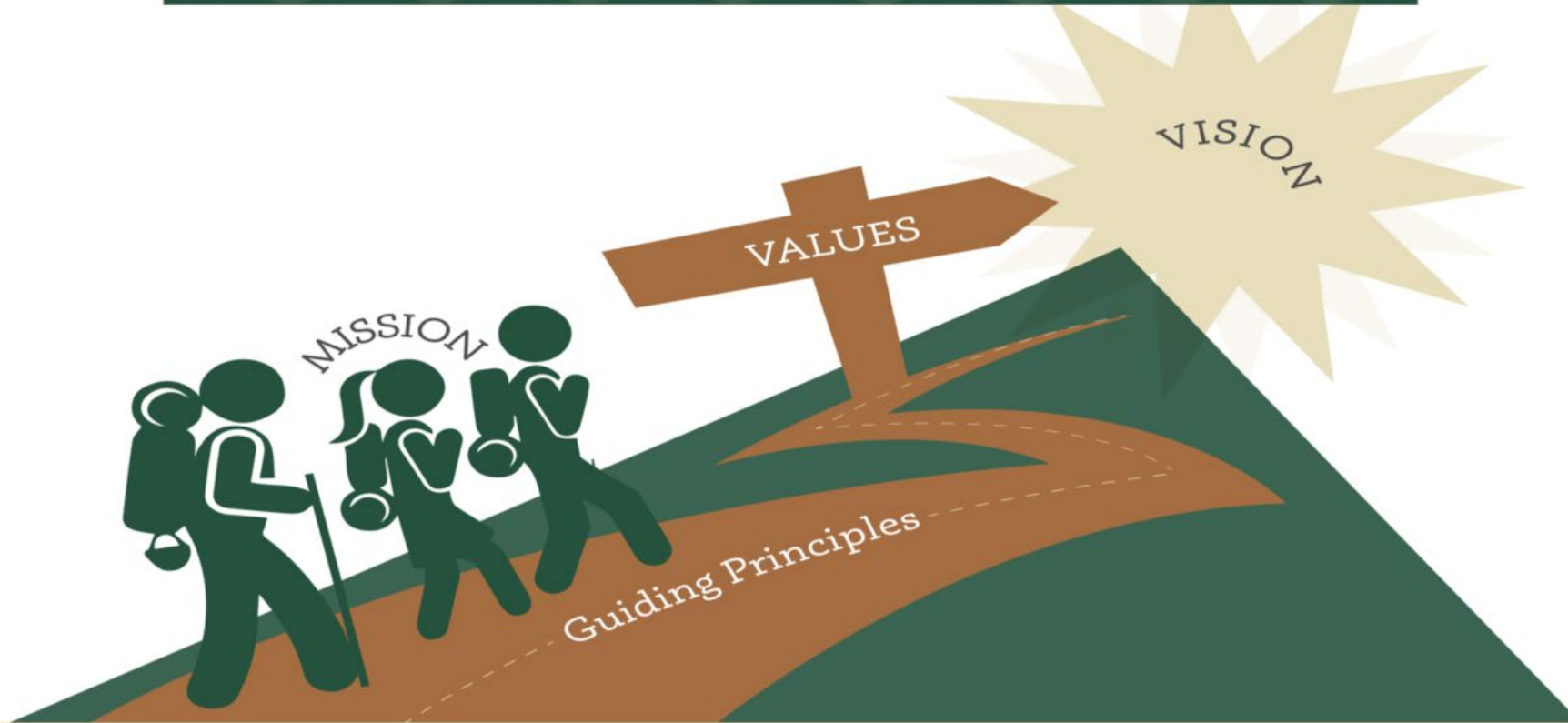
Gwynne Wildcatt & Taylor Benally





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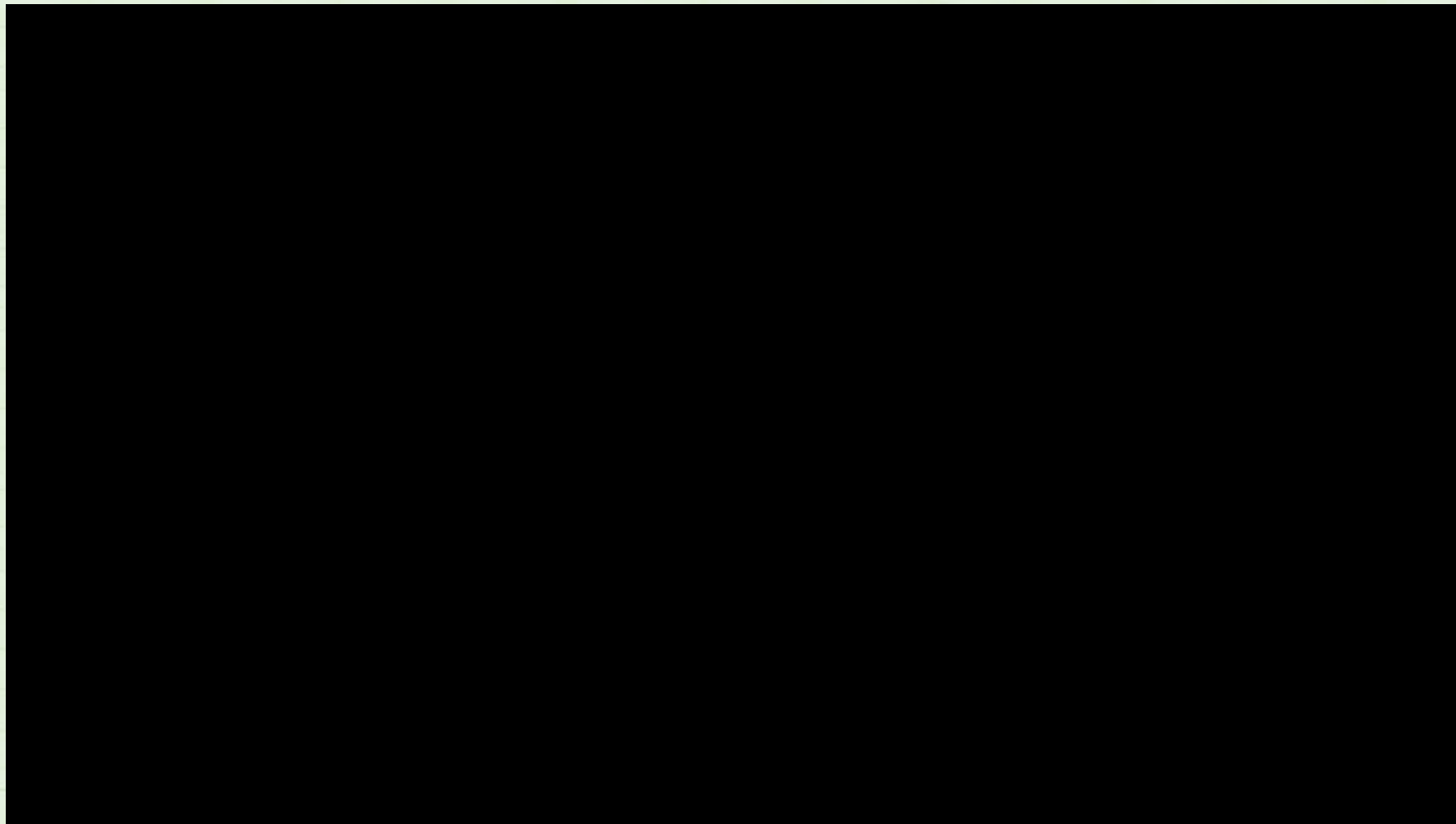
Du yu ga dv The Right Way



Core Purpose



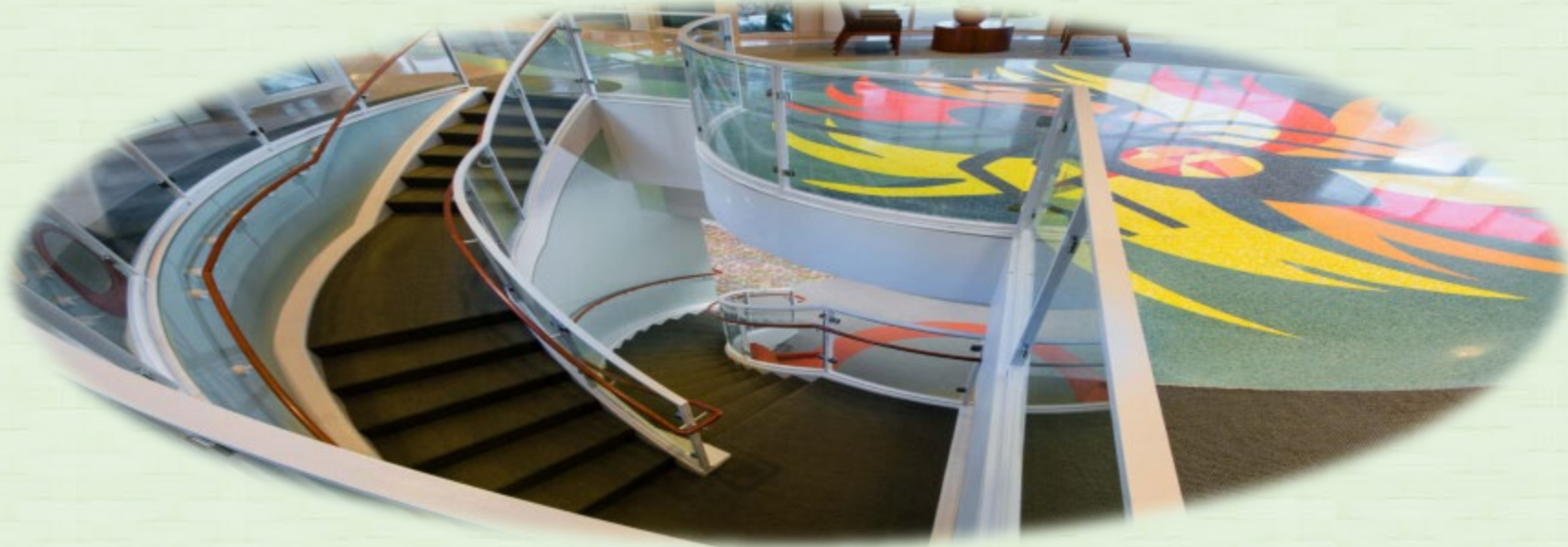
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How do we meet our Mission, Vision, Values, and Guiding Principles in our training and retention?





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	



Overall Patient Access (Registration) Training Manual

- Policies
 - Cellphone Policy
 - Attendance Policy
 - Dress Code Policy
 - Eligibility Policies
 - PRC
 - Direct Care





Overall Patient Access (Registration) Training Manual

- Operator Training
 - Joint Commission
 - Emergency Response Codes
- Visitor Procedures
- Patient Update Forms
- Audits
 - Referral, Employee, Daily Appt, Workloads





Overall Patient Access (Registration) Training Manual

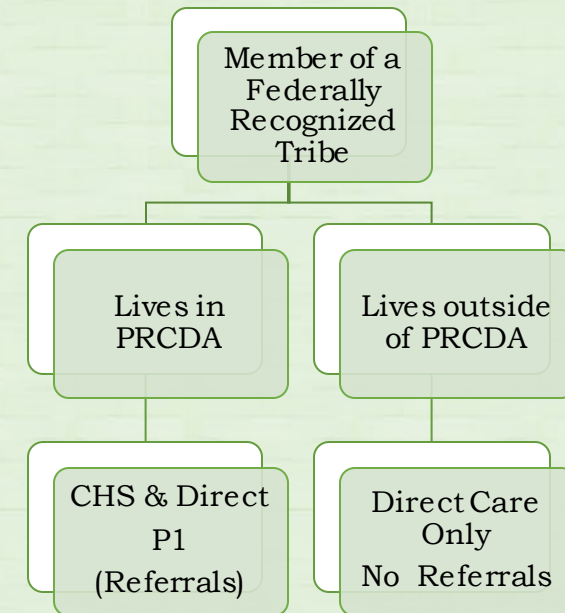
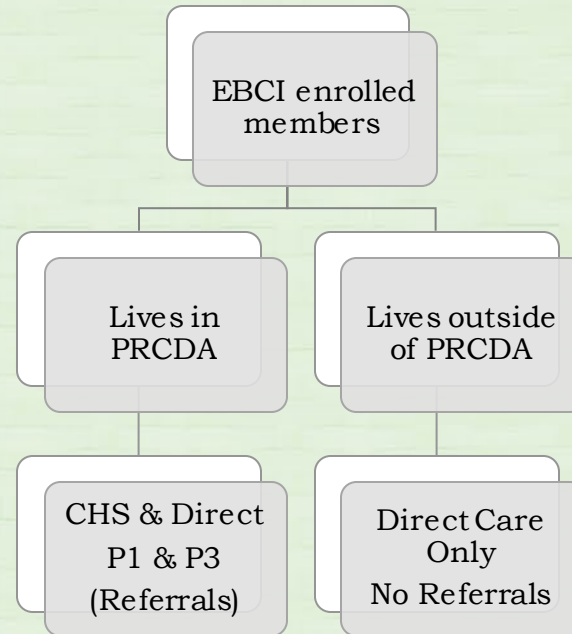
- Chart Packets
 - Adult
 - Newborn
 - Non-Ben
- Privacy Practices
- Service Agreements
- Self-Pay Agreements
- Confidential Communications





Overall Patient Access (Registration) Training Manual

- Caregiver Affidavit
- Affidavits to prove residency
 - Residency Affidavit
 - PRC Affidavit
 - Homeless Affidavit
- Eligibility Flow Charts





Overall Patient Access (Registration) Training Manual

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





ICC Patient Access (Registration) Training Manual

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





ER Patient Access (Registration) Training Manual

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





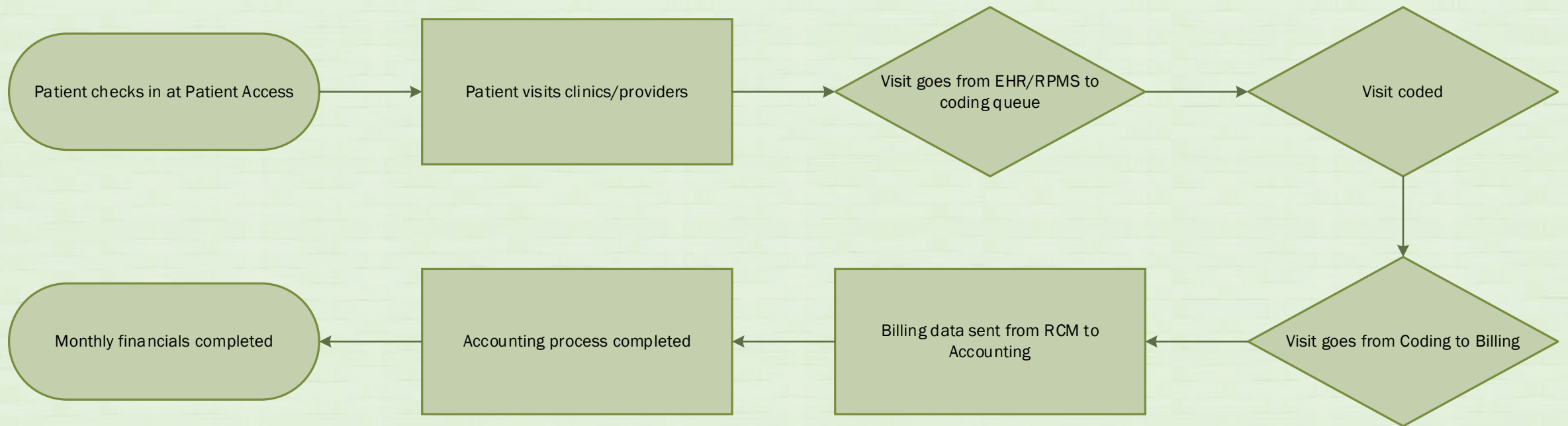
Analenisgi Patient Access (Registration) Training Manual

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



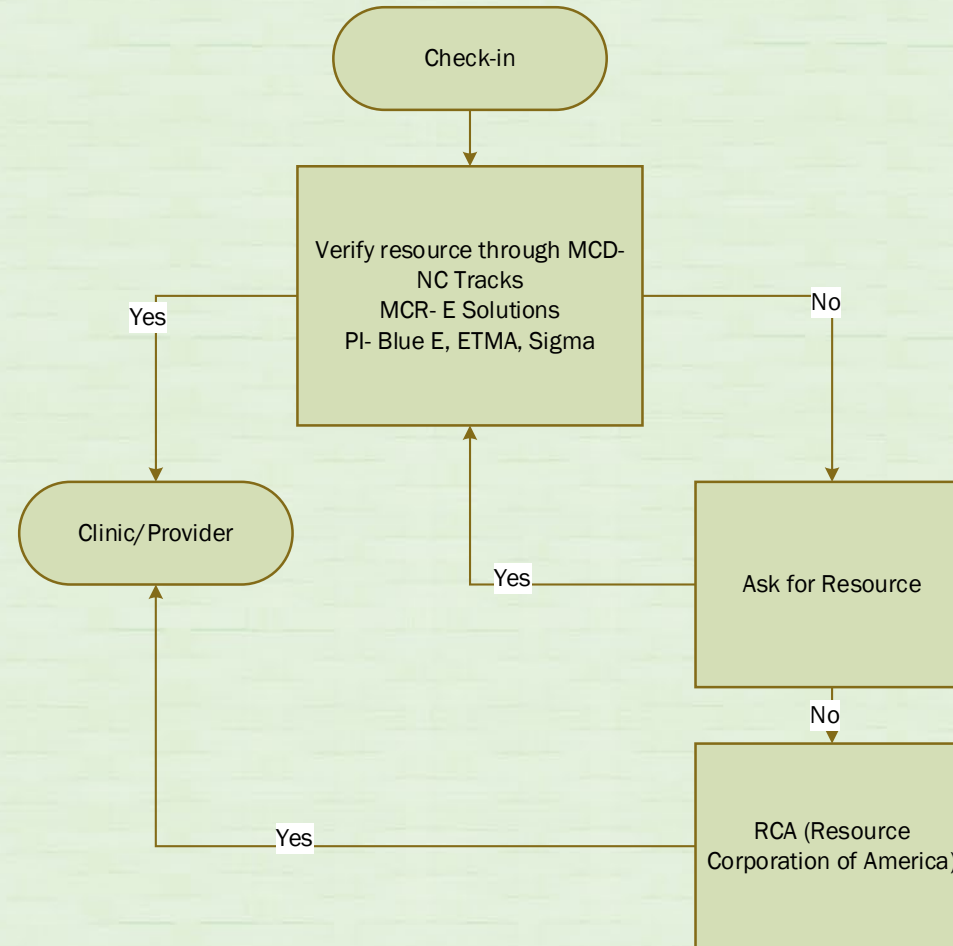


Revenue Cycle Overview



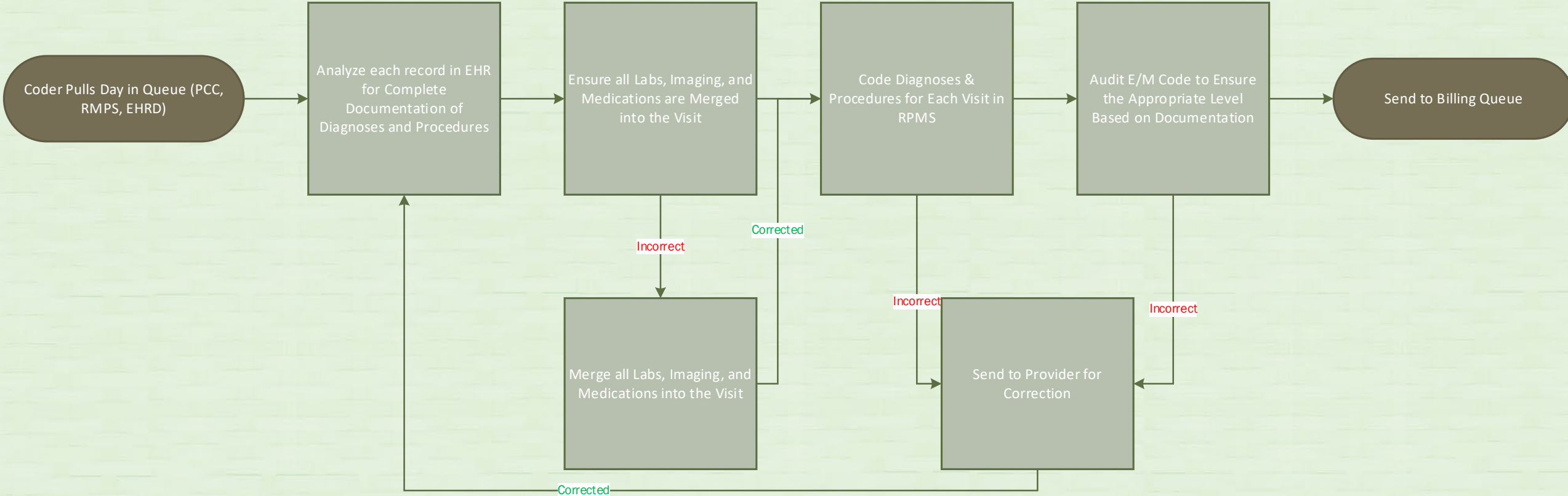


Patient Access





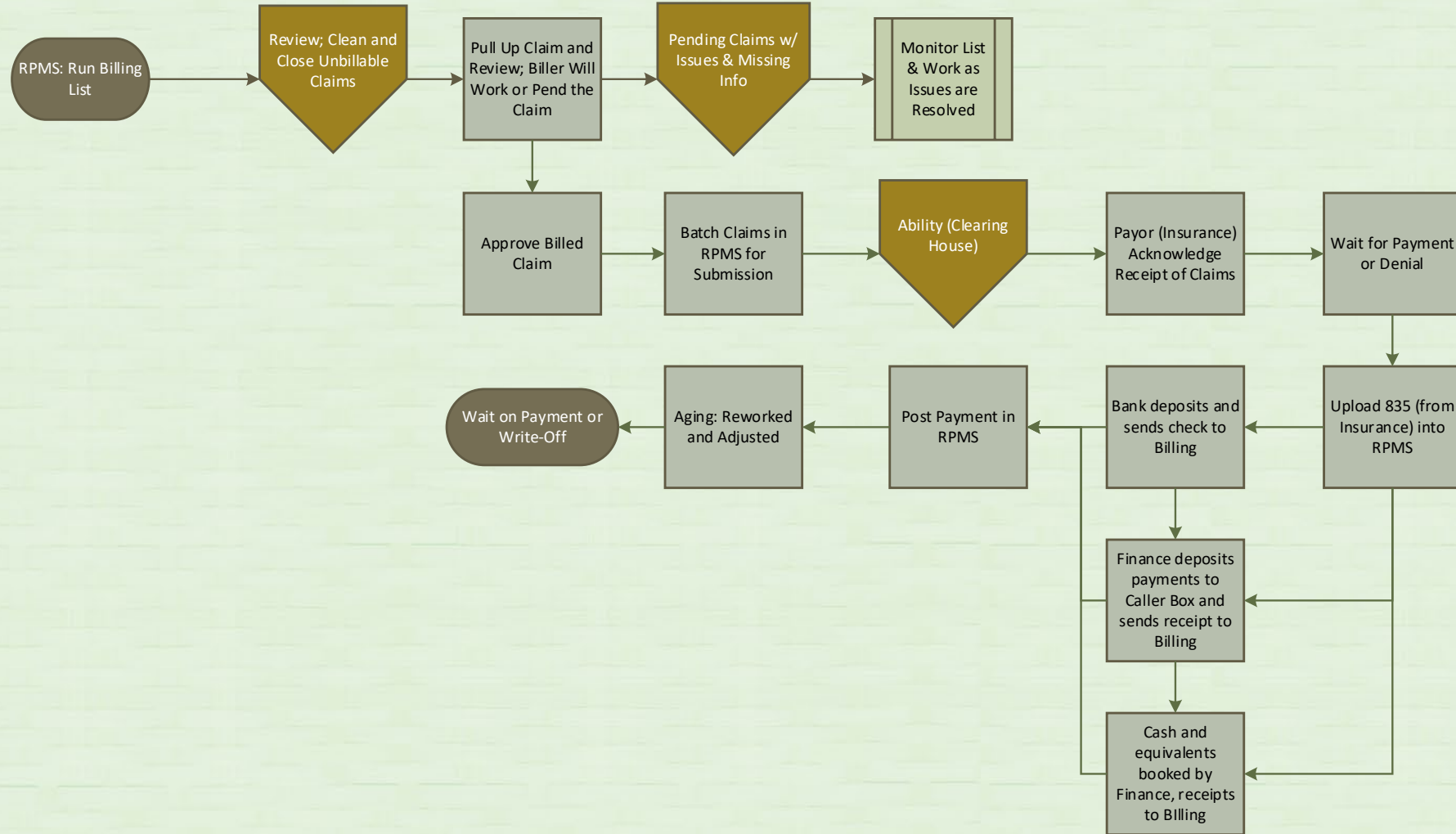
Coding





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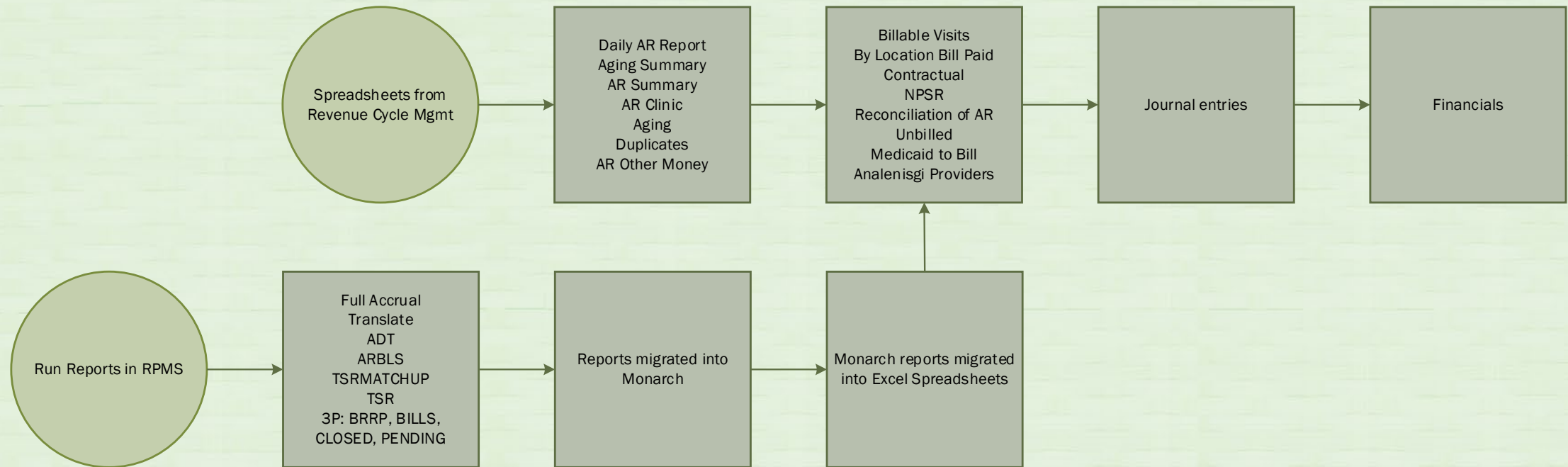
Billing





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Accounting





Patient Access Turnover

Fiscal Year	FTE Lost	<90 Day Turnover %	Voluntary Turnover %	Involuntary Turnover %	Overall Turnover %
2023 - 2024	1.1	0.00%	0.44%	4.36%	4.79%
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%



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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 external and internal customers, setting them up for success
- Communication
- Relationship Building





Ensuring Success

- Departmental Suggestion Box
- Departmental Newsletter
- Team Bonding
- Open Door Policy





Ensuring Success

- Department Leadership Meetings
- Internal Leadership Meetings
- Team Huddles
- Individual Huddles





Contact Information

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Questions?