

PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

Departmental Updates

May 2019

Patient Experience

Brenda Passardi

What is patient experience?

Patient experience encompasses the range of interactions that patient have with the health care system, including their care from health plans, and from doctors, nurses, and staff in the hospital, physician practices, and other health care facilities.

Patient feedback is an important component of quality improvement for a medical facility. The overall patient experience is crucial not only to the hospital/facility, but also to the patient's health.

In a perfect world, patients would fill out satisfaction surveys, and the facility would take the information it needs from those surveys and the implement changes to address their customers' concerns. However, in the real world, collecting helpful, actionable patient feedback is difficult.

Why Collect Patient Feedback?

The purpose of obtaining patient feedback is to solicit impression about various aspects of the patient experience so the hospital can determine how to improve it. Some customers will decline to participate for fear that their answers will not be confidential or because they are too busy, but some will be eager to fill out the survey, for both good and bad reasons.

When registering a patient, we should always ask the patient for their email address. This will allow the hospital to forward a Press Ganey Survey to the patient electronically to secure their feedback.

Registrars should make it known to the patient how important it is for the hospital to receive their feedback both positive and negative. This information allows the hospital to implement the necessary changes that could change the next patient experience.

Inside This Issue:

Registration Tips	2
Lunch & Learn	2
Trivia Question	2
Staff Kudos	3
Staff Kudos cont'd	4
CHAA Recipient	5
Kronos	6
Top Collectors	7
Open Positions	8
Birthdays	9
Training Resources	10



Registration Tips:

- Be sure to capture the *middle initial* for all patients
- When *merging* a patient record always include the reason and a comment
- Interview the patient *and verify all sections on the IFS* and complete the *checklist*
- When loading a *generic insurance* be sure to include the billing address
- The *effective date* for a *workers compensation* is always the date of the accident
- Use the *preferred name* field whenever the patient elects to be called something other than their *legal name*
- When securing a *verbal consent*, always indicate in writing on the consent who the verbal consent is given by along with the signature and date of witness. This is needed in order to make this a *valid* consent

May Bring your own Lunch & Learn Sessions

Topic: Patient Experience

Hosted by Karen Wentworth

Tuesday 5/14 @ 12:00 Cancer Center
Conf Room C1076 A/B/C

Wednesday 5/15 @ 12:00 Galleries

Conference Room 512 A/B 5th Floor

Quote of the Day

A person's most useful asset is not a head full of knowledge, but a heart full of love, an ear ready to listen and a hand willing to help others.

Author unknown —



Trivia Corner -test your knowledge monthly

What is the desk procedure for looking up insurance, when RTE is down?

Answer is found on page 9 of the newsletter



Staff Kudos

Nice Compliment for **Harmony Mantor** from a patient.

Submitted by Bridget Doohar

Site: Peds Neph, Rheum, Integrative Med

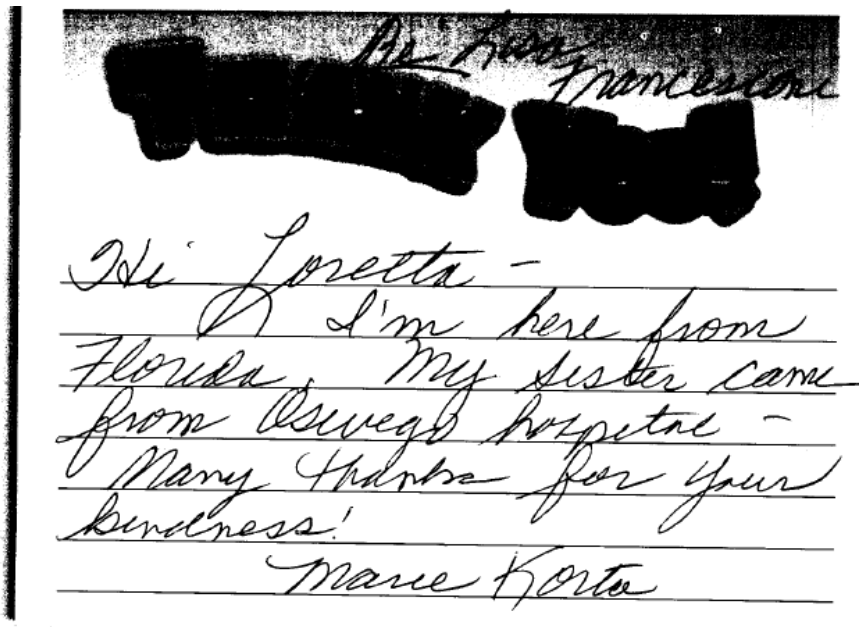
1795688926

prior to dr Welch's visit we received an ultrasound at the hospital. at registration **harmony** was amazing with both of my sons.



Nice Compliment for **Loretta Owens** from a patient's family member.

Submitted by Lisa Gaspe



Staff Kudos

Nominate A Star



Submitted by Nyellka Brown recognizing **Eileen Quimby** for always being helpful. going above and beyond.

Thank an Upstate "Star" Nomination

Name Eileen Quimby

Department/Unit Patient Access/Admitting

Please describe the action you observed: **Eileen is always helpful when I call her for assistance w/ anything. She is always pleasant as if it is always 80 degrees and sunny! I appreciate her very much**

Submitted by Nyellka Brown recognizing **Eileen Quimby** for always going above and beyond

Thank an Upstate "Star" Nomination

Name Eileen Quimby

Department/Unit Admitting/Patient access

Please describe the action you observed: **Eileen always goes above and beyond to help. She is much appreciated!**



Congratulations!



Newly Certified Health Access Associate:

Congratulations to **Genevieve O'Leary** on passing the CHAA Exam



Temporary Move

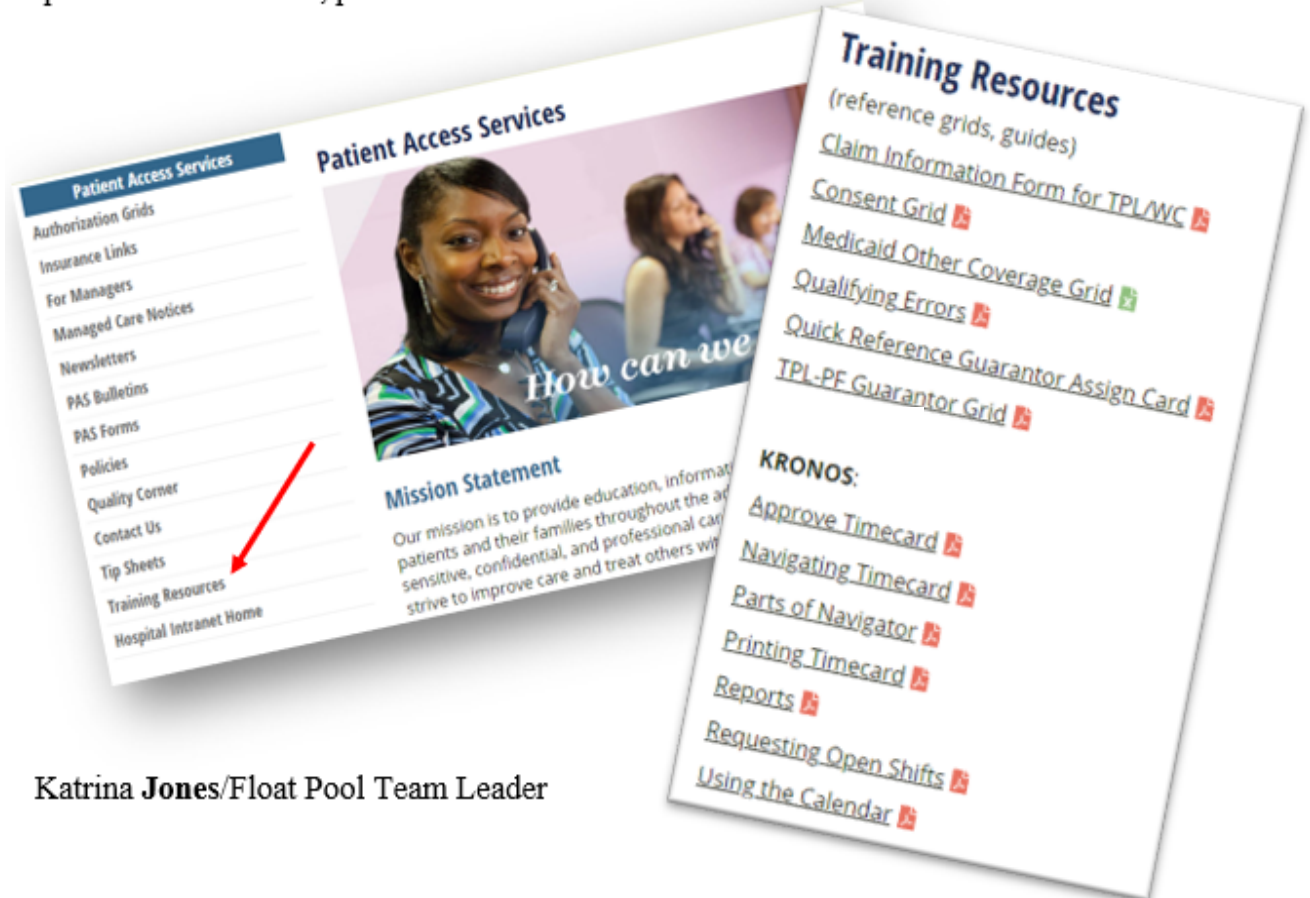
Below Emergency Verifiers are celebrating their move to their temporary home on 3S at the Downtown Campus.

The Insurance Authorization and Benefit Collection Team along with the Ambassador Team Leader will be located in rooms 3728 and 3730 until construction on the new lobby is finished. The Verifiers can still be reached by calling [315-464-6900](tel:315-464-6900) or by e-mailing ADMITTNG in GroupWise.



Kronos

Thank you to all who attended the Kronos Lunch & Learn sessions. The turnout was both unexpected and welcomed. I saw many familiar faces and a few unfamiliar faces as well in attendance. The information that was provided to you is to ensure that you are comfortable utilizing Kronos and have a clear understanding of the various capabilities and functions. There were a few valuable staff members that were unable to attend and I wanted to make sure that the resources that were provided during the sessions were made available to you when you need them. For everyone's convenience, they are located on the PAS Website under "Training Resources". I hope that you found the classes informative and if you have any questions or concerns, please do not hesitate to contact me.



Katrina Jones/Float Pool Team Leader



Way to go!

Top 20 POS Collectors (listed by number of accounts) for the month April



Lorelle AshCollected on 92 accounts (\$10,572)
Steven JohnsonCollected on 80 accounts (\$38,106)
Mary HoareCollected on 69 accounts (\$11,032)
Ben BlytherCollected on 65 accounts (\$7,810)
Lorraine FranklynCollected on 52 accounts (\$5,008)
Zainab DoughertyCollected on 47 accounts (\$6,058))
Lori CovingtonCollected on 44 accounts (\$7,756)
Donna ConteCollected on 38 accounts (\$3,665)
Megan SnyderCollected on 36 accounts (\$3,747)
Courtney GlouseCollected on 32 accounts (\$1,135)
Genevieve O'LearyCollected on 30 accounts (\$6,931)
Leah RothCollected 27 accounts (\$3,730)
Reime DrazekCollected on 25 accounts (\$1,716)
Debra CraftCollected on 24 accounts (\$733)
Atalya GreenCollected on 22 accounts (\$3,295)
William WorksCollected on 21 accounts (\$5,572)
Kathryn HeislerCollected on 21 accounts (\$3,686)
Coleen SchaeferCollected on 19 accounts (\$5,480)
Charles HickeyCollected on 18 accounts (\$1,049)
Harmony MantorCollected on 17 accounts (\$1,485)



Announcements

Open Positions:



TAKE
A
LOOK

Ambassadors:

2.5 HPSC 1

ED Reg:

(1) HPSC2 Supervisor

(7) Full time HPSC1

(4) 50% HPSC1

UC Call Center:

2 Full time Call Center Reps

2 50% Call Center Reps

CG Switchboard:

1 Temp

Ambulatory Call Center:

3 Temp



Make that job yours

Announcements



May Birthdays :

Becky Erwin	5/1	ED Reg
Leah Roth	5/1	ED Reg
Mohamed Mehdi	5/3	Amb Call Center
Vicki Niedzwecki	5/5	Bedboard
Melissa DeGonzaque	5/7	Admitting
Leslie Linton	5/7	Ambassador
William Burke	5/10	Admitting
Kimberly Luckette	5/11	Amb Call Center
Ed Rios	5/15	Float Pool
Lorraine Franklyn	5/21	CG PAS
Margaret Hart	5/22	Amb Call Center
Alex Ortiz	5/22	UC Call Center
Doris Price-Webb	5/24	Amb Call Center
Katrina Norvell	5/25	Float Pool
Christine Hebert	5/27	Pre-Services /Verf
Lynn Frigon	5/28	UC Call Center
Nancy Lewis	5/31	CG Switchboard
Gale Riddell	5/31	MD Direct



Welcome to the following new employees:

Tawamda Graham	Ambassador
Kelly Holdridge	Ambassador
Kathryn McKenna	Ambassador
Timera Young	Ambassador



MOVERS & SHAKERS

Brett Parsons accepted a float position.

Reime Drazek accepted a float position.

Trivia Answer:

The desk procedure is to use the **Override Query** function.

Training Resources

Did you know that the following training resources are available to you and can be found on the PAS Website at : <http://www.upstate.edu/ihospital/intra/pas/contact.php>

The screenshot shows the 'Patient Access Services' section of the Upstate Medical University Intranet. The page features a navigation menu on the left with links to various resources such as 'Authorization Grids', 'Insurance Links', 'For Managers', 'Managed Care Notices', 'Newsletters', 'PAS Bulletins', 'PAS Forms', 'PAS Honorable Mentions', 'Policies', 'Point of Service Resources', 'Quality Corner', 'Contact Us', 'Tip Sheets', and 'Training Resources'. The main content area displays a 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement with a link to 'View results on this PDF'. Below this is a photograph of a smiling woman on a phone call, with the text 'How can we help?' overlaid. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section with links to 'Guide to Patients Rights', 'UH Inpatient Handbook', 'CC Inpatient Handbook', 'Insurance Cheat Sheet', 'Upstate Connect', 'Participating Provider List', 'Interpreter Services', 'Secure Payments', and 'Parking Validation'.

- **Tips and Tricks: Outlining approved workflows**
- **PAS Newsletter: Including updates and Registration Tips**
- **PAS Bulletins: Highlighting specialized desk procedures**
- **Policies: Link to intranet policies**
- **Insurance Links: Insurance Websites with instructions on navigating**
- **Insurance Cheat Sheet: Overview of insurance entry rules**
- **Point of Service Resources: Co-pay collection tools and scripting**
- **Have a Question? Ask us!: Email hyperlink to request information from Performance Improvement Team**
- **UH Inpatient Handbook: Hospital guides with information specific to site**
- **CC Inpatient Handbook: Hospital guides with information specific to site**
- **Interpreter Services: Link to Interpreter and Patient Communication Services**
- **Participating Provider List: includes a list of participating insurances**
- **Training Resources: Sign-up for Lunch and Learn Sessions. (If unable to attend, complete by Blackboard)**

Training Resources

Did you know that in addition to the PAS Website, resources can be found on the Patient Access Learning Home Dashboard. The dashboard allows easy access to resources. If something could not be found on the dashboard, the PAS website is easily accessed by scrolling to the bottom of the page.

Nice feature to use is the BCBS pre-fix list. To access just follow the steps listed below:

- 1) Click on Insurance Links found under Quick Links
- 2) Insurance sites will populate
- 3) The BCBS Prefix List is the first one listed

The image shows a screenshot of the ADT Patient Access Learning Home Dashboard. The dashboard is divided into several sections:

- What's New:** Contains two posts. The first is titled "Epic 2017 Upgrade" with a link to "ADT PAS PowerPoint" and a date of "Wed 10/11 02:53 PM - Roman J Danyew". The second is titled "New SUB" and discusses a new field for Gender identity in the registration workflow, with a link to "http://epic.upstate.edu/documents/intra/sys" and a date of "Mon 9/25 11:45 AM - Roman J Danyew".
- Resources by Category:** A list of categories including Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert.
- Quick Links:** A section with a red box around the "Insurance Links" and "Upstate Links (new window)" options.
- Quick Links (Expanded):** A list of insurance providers including BCBS Prefix List (highlighted with a red box), Cigna, Excellus, Fidelis, GEHA Federal Employees Insurance, GHI, Humana, Medicaid EmedNY (Medicaid) ePACES, MVP, New York State Workers' Compensation, POMCO, Tricare, United Healthcare (can use NaviNet), and WellCare.

Below the dashboard is a section for the "PAS Website". It features the Upstate Medical University logo and the text "Patient Access Services". The website navigation includes links for Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, and iPage. A search bar is present with the text "Search Upstate's Intranet" and a "More Search Options" link.