

A MESSAGE FROM THE CEO



Dear Colleagues and Friends,

In the last issue of the Synergy Post, we wrote about how we evolved from our beginning in 2006 to the present. In our early days, I deconstructed the billing process and identified each data point that payers require in order to pay a claim. For several years, I worked closely with our billing team, teaching them the strategies that I had discovered and mentoring them until they became the most elite billing professionals in the nation. Our clients were delighted with our results for them and shared their happiness with their colleagues.

As Synergy Billing grew, it became necessary for me to delegate the management of our billing team so that I could spend time on strategic planning, leadership development, developing management systems, client relationships, and other functions necessary for the CEO of a rapidly growing company. I am pleased to announce my return to leading billing operations as we introduce Six Sigma quality to all our clients.

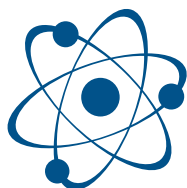
In early 2018, we began exploring how Six Sigma could enhance our efficiency and effectiveness in revenue cycle management. So, with Six Sigma and Business Process Management as the framework, we have deconstructed the revenue cycle process, this time with a goal of getting all claims paid in 30 days or less. The results have been eye-opening and nothing brings me more joy than showing results to our clients.

I will continue to make you my primary focus for the foreseeable future. As always, you have my commitment to be available to our you, and the FQHC community, as your advisor and advocate.

With warmest wishes,



Jayson Meyer addressing attendees at the Oklahoma Primary Care Association Conference, Fall 2018.



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SYNERGY POST

WINTER 2019 SYNERGY BILLING NEWSLETTER

SYNERGY BRINGS SIX SIGMA QUALITY TO HEALTH CARE

Six Sigma originated with Motorola as a way to enhance quality and limit defects in manufacturing. It has been applied to all industries and its objective is to use data and business process management to reduce errors to 3.42 per million opportunities. It's like finding 3.4 bad apples out of one million apples. Chances are, with that small of a chance of receiving a bad apple, you would never get one. Said another way, the goal is 99.997% accuracy.

99.997% accuracy is a big goal to shoot for, but the effects of falling short can have even bigger consequences. Consider an airline and how many planes are coming and going daily and how many people that affects- both customers and employees. According to numbers from the Federal Aviation Administration, there are 5,000 flights in the air at any given time every day, or about 42,700 flights per day. At even a 90% accuracy rate, 474 of those flights would have defects, such as delayed departures, missed luggage and mechanical issue. Applying Six Sigma tools helps to reduce many of these defects, which cost both the company and customer time and money.

There are a number of ways that Six Sigma is applied in health care. When

[CONTINUED ON PAGE 2](#)

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DEFINE

MEASURE

ANALYZE

IMPROVE

CONTROL

HEALTH CARE HERO – ST. LOUISE DE MERILLAC

Many community health centers bear the names of pioneers who devoted their lives to improving access to health care and serving our most vulnerable people. We believe that the stories behind these names are inspiring and instructive and want to share them with our friends and colleagues. This month we honor St. Louise de Marillac, whose name graces Marillac Health in Colorado. We are grateful to Lata (Kay) Ramachandran, MA, and the staff of Marillac Health for their compassion and commitment to the people of Mesa County, Colorado.

[CONTINUED ON PAGE 3](#)



IN THIS ISSUE:



p2 SYNERGY CORNER
Meet Phil Reinke,
President and Founder
at The Continuous
Improvement Institute.



p4 CEO'S MESSAGE
A message for the
FQHC Community



HAVE FEEDBACK OR IDEAS? Let us know what you think, we'd love to hear from you! Reach out to us with your ideas and suggestions for future issues at: newsletter@synergybilling.com

Six Sigma is used in health care, it has the power to eliminate any and all variations and defects in processes. In health care, the central idea of Six Sigma methodology is that defects are those things that lead to patient dissatisfaction. A defect could mean anything from long waits for appointments, confusing instructions, or issues with billing. Six Sigma has the ability to streamline all procedures by making them efficient and less costly. This paves the way for improved care of the patients.

For example, according to publication "Six Sigma Daily" in 2014, the Children's National Health System ran a test to pioneer a new care pathway for children with adolescent scoliosis. They wanted to shorten the overall length of each patient's hospital stay, reduce the need for opioid pain medication, and deliver coordinated, comprehensive care to every patient without increasing costs. From March 2015 to July 2017, their team tested Six Sigma processes on 169 patients. They found that these patients used far fewer opioids, lengths of stay were dramatically reduced, and the patients had lower pain scores compared to those patients who didn't participate.

A typical Six Sigma project looks at current baseline measures and then consists of five phases that lead to data driven process improvement. One of the ways Six Sigma is used in revenue cycle management is with claim resolution and denial management. HRSA and third-party benchmarking organizations look at accounts receivable outstanding greater than 90-days. It is generally accepted that maintaining an accounts receivable where 80% of balances are resolved within 90-days outperforms the majority of community health centers.

Using Six Sigma, Synergy Billing introduced a new processing method in July of 2018. This new methodology seeks resolution of all insurance claims within 30-days from processing date. For Synergy Billing clients this is resulting in more money, paid accurately and faster than ever before. To learn how Six Sigma can improve quality in your health center contact a Synergy Specialist today at 386.675.4709.

Source: www.sixsigmadaily.com

St. Louise de Marillac was born in France in the late 1500's. Educated by Dominican nuns, she planned to become a nun herself, but was convinced to marry. After her husband's death, she met St. Vincent de Paul, who became her spiritual advisor. For the remainder of her life, she worked with him to care for the poor and sick. St. Louise set up a center in her own home to train others to work with her, thus beginning the Daughters of Charity of St. Vincent de Paul. After taking her own vows, St. Louise became the superior of her own order and traveled all over France placing her Sisters in hospitals, orphanages, and other locations. Since her death, her Congregation spread through the entire world, including America. She was canonized in 1934 and is the Patroness of Social Workers.

During the 1980s, with an energy "bust" deeply affecting the Mesa County, Colorado community, thousands of residents lost their jobs and their health insurance. Community leaders gathered to address the medical needs of these uninsured families.

Under the leadership of Sister Marianne Bauder, CEO of St. Mary's Hospital, this group created a "safety net clinic" with help from St. Mary's Hospital, the Sisters of Charity (St. Mary's parent organization), and other groups. The new clinic was named Marillac Health, after St. Louise, and opened its doors in 1988. Ever since, Marillac Health has built a reputation for innovation, compassion, and inclusivity. The clinic was designated a Federally Qualified Health Center in 2015. In 2017, Marillac Health served 11,485 patients.

In 2018, Marillac Health celebrated its 30th anniversary. We know that the next 30 years will continue to be filled with innovation, service, and growth.

Sources: www.MarallichHealth.org; www.catholic.org/saints

SYNERGY CORNER



MEET PHIL REINKE, PRESIDENT AND FOUNDER AT THE CONTINUOUS IMPROVEMENT INSTITUTE.



For the past year, consultant Phil Reinke has been training our team of employees on the fundamentals of Six Sigma and process improvement. He has performed 30 years of successful organizational transformation from "ground up" and performance improvement in Fortune 100

companies. Phil is one of General Electric's original 30 Six Sigma Master Blackbelts. He specifically led the transformation of GE Capital division which, to this day, is recognized as the pinnacle of process improvement deployments. Additionally, Phil is a published author, professor, and was honored as Educator of the Year in 2011-2012.

Thank you so much for taking the time to interview, Phil. Could you tell us a little bit about what you did before you began working with Synergy?

I have degrees in Philosophy, Psychology, Management and an MBA, so I guess you could call me a prolific student. I have worked in various management, quality and engineering capacities in the chemical, banking, food processing, auto manufacturing, credit, customer service, call centers, health care/hospitals, media, high-tech, and transportation industries. I have fully deployed Six Sigma programs across the Fortune 100, including the Fortune 5! I guess you could describe me as a philosopher first, an engineer second and a psychologist third. This leads to how I deploy continuous improvement across an organization...Mindset – Toolset – Behavior-set! I have taught philosophy and psychology at various universities and medical schools. I love seeing people learn and apply what they have learned, and that is probably why I received the "Educator of the Year" recognition. Given that history, about ten years ago I founded the Continuous Improvement Institute (www.thecii.com). We create custom programs that improve the performance of whatever organization we partner with.

How has that prepared you for your role as Synergy Billing's Six Sigma consultant?

Although industries follow a basic set of processes, my background with similar functions along with the individuals on the Cii bench gives us a set of eyes that have seen success and the ability to apply those learnings directly into Synergy. Our organization is very client focused. So too is Synergy. It was that orientation which drew me into the organization. Working to improve billing performance for health care providers, which in turn improves the services to individuals, aligns perfectly with the Cii mission, and motivates us to see great things happen.

What made you decide to personally take on Synergy Billing as a client?

My personal mission and the mission of my organization is to constantly be in the process of "making significant, positive differences in the lives of individuals and the performance of organizations," I immediately saw that Jayson and Synergy in its entirety was the same. It became a work of mutual focus and effort. Synergy's emphasis on continuous improvement and customer driven quality is amazing and being able to take it to another level motivated me to push forward with the effort. It may not be apparent, but I normally assign a Cii individual to efforts like these, but I committed to this personally and am personally working to take Synergy to a new level of performance...that the clients feel!

What is your vision for Synergy Billing's Six Sigma program?

I know that my vision for Continuous Improvement (Six Sigma is a part of it) is the same as Jayson's, which is to have it be the "Mindset, Toolset and Behavior-set" of the organization. This means that it is a part of everyone and the way that we serve our clients. Continuous improvement changes lives...the lives of those who practice it and especially those who they impact. That being said, my vision is to see it as part of the DNA of every Synergist and apparent in their work.

Getting to know Phil...Where were you born? What do you do for fun?

I was born in Wisconsin and lived all over...but my two favorite places have been Ponte Vedra, Florida and Fort Lauderdale, Florida. I do a lot of different things for recreation. I am a prolific trail and road bike rider. I also surf, kiteboard, set time aside each day to write (by the way, I have 5 different books on Amazon and Borders), and I watch sunrises on the beach and meditate.