

An opportunity for our team to share with your team!

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## SAVE THE DATE Oct 24 @ The Speakeasy/ Austin Don't miss the KAV party at Thrive!

### Is it time to analyze ETM?

When ETM is first implemented, the concepts make so much sense. You have a resource right with you to help understand the interactions of Stage and Priority Rejection Type, etc. And the PIT reports look great! You're able to use Volume Reports to understand inflow. Your AR is moving, tasks aren't aging and ETM is bringing value!



Then your support resource leaves or you get new management that may have different perspectives on AR. And the integrity and accountability are reduced and reports are not meaningful or used to make decisions on the business need. Just like a shiny new car, your ETM implementation should have a healthcheck. We can help with system impact as well as operational impacts, providing a summary of places and topics to look at to make improvements. We created the workflows! We can bring them back to full value! Whether it's training opportunity or full management redesign, we've got you!

While you are at it, check out some of the new ways we are using ETM to benefit and automate your business processes in our new business solutions catalog mentioned later in the newsletter!

### Purging Strategy

Edt Entry ETM System Profile in Dict 35100 (ETM System Profile)	1	DI07.A
Allow Automatic Purging of Events:	Y	
Purge Events (# days):		
Purge Tasks (# days):		
Edt Entry ETM System Profile in Dict 35100 (ETM System Profile)	1	DI07.A
Allow Automatic Purging of Events:	Y	
Purge Events (# days):		
Purge Tasks (# days):		
Edt Entry Deleted in Dict 35111 (ETM Task Status)	1	DI07.A
Name:	Deleted	Req
Number:	1	
Mononic:	D	Req
Library Entry ID:	DI07-I-MDE-35111-D	
Status Type:	DELETED	Req
Purge Tasks (# days):	1	

Just like the operational perspective mentioned above, system maintenance and tuning is an important aspect of ETM. Maintaining a clean and effective database is important for so many reasons. They say space is cheap, but it is not unlimited. And even more, database efficiency is important with ETM. When you have good indexing a Cache database is scalable but eliminating unnecessary records increases efficiency. Eventually records should be purged so it is important to have a strategy that you can stick with and implement effectively.

There are several types of purging opportunities.

**Events**—KAV recommends 30 to 60 days, just in case you need to rerun them. This is a system setting in the ETM System Profile

**Notes**—There are many system generated notes that do not need to be retained very long. These can be purged over time

**Tasks**—The purging criteria can look at tasks that are closed and have no user interaction initially, then move on to tasks that no longer meet your archival needs.

Let us help you with your purging strategy. Check out this helpful [document](#) regarding purging options

### Reconciliation View

Understanding where all of your charges are can be very tedious. We have a solution that can help track every face to face encounter in your organization with or without the scheduling application. Reconciling the different steps in the process, from SIU to TES into BAR and claims submission, this Reconciliation View brings everything into one place to ensure you are not losing cash in the clinic, operating room or hospital.

To understand more check out this [article](#) on the Reconciliation View

### Claim Error View

Isn't it frustrating to have AR resources make updates to registration, queue the claim and then your Claim Edit or Registration resources have to correct the mistakes made by the AR resources? We've been hearing about this need for years. Well, we've created a solution to return the edits created back to the person who caused it in the first place. No better way to learn than to correct your own mistakes! And then, as a bonus, management knows how many returned to which user, how many times it took them to get it resolved and the inventory they own. And we set this up as the User's Default View so as soon as they log into ETM, they see what errors/edits were generated by the work they completed the day before.

This can be set up for your organization! Give us a call or email!

### KAV has a Solutions Catalog



We have been busy creating all sorts of value-add solutions for our clients! . We want to share them with you, so we created a catalog that contains those we have packaged to date! This catalog includes many of the tools that our support clients get as part of their support hours! Those of you who are not able to take advantage of KAV's Support contract, let me know and we can help make that happen! Or you can purchase the tools separately.

#### Some items from the catalog include:

- Transplant workflow
- No Surprises Act Arbitration workflow
- Mass Update tool to upload from Excel to create or act on Tasks
- Quality Report to provide effectiveness of Outcomes in cash collection
- And so much more!

Check out the catalog on our [website](#) today!

*For our clients that 'get' our humor, we call this the KAValog!*

### KAV—we stand for KEEP ADDING VALUE

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