

Introduction to Financial Management in Family Planning Settings

How to Use This Guide	<p>This guide is designed to support facilitation of an interactive learning session on how to use Introduction to the Financial Management Change Package.</p> <p>Facilitators should feel free to adapt and revise this guide. Facilitators may choose to:</p> <ul style="list-style-type: none"> » Convene staff from one or more clinics for a standing meeting (e.g., monthly) to discuss each Best Practice (in order or as needed) from the Financial Management Change Package. <i>(See other Best Practice discussion guides.)</i> » Convene a one-time meeting with clinic staff about this topic.
Learning Objectives	<p>By the end of the discussion, participants should be able to:</p> <ul style="list-style-type: none"> » Define the best practice recommendations for financial management to increase revenue as outlined in the Financial Management Change Package » Describe one tool available to document and measure the performance indicators that impact revenue » Describe one financial performance indicator that will impact revenue » Describe three strategies for improving performance on the financial management performance indicators
Length	<p>At least 60 minutes, with more time for discussion as schedules allow. Example discussion questions are provided; facilitators can use them based on participant interest.</p>
Materials	<ul style="list-style-type: none"> » Financial Management Change Package: Summary of evidence-based recommendations for improving financial management practices and the factors that impact financial health, strategies, case studies, tools and resources » Performance Report and Improvement Plan: Spreadsheet where Title X sites (or agencies) can document performance indicator data on a monthly basis, document improvement plan(s), and home in on specific performance indicators as part of a quality improvement initiative » PowerPoint Slides with Notes: Slides with speaker notes and discussion questions
Format	<p>Discussions can be facilitated virtually or in person.</p>
Suggested Participants	<p>Staff from one or more family planning clinics. Involving multiple sites can facilitate peer-to-peer sharing. Having representation of clinical, administrative, billing/financial staff, and front desk/registration can help address system issues.</p>
Before You Start...	<p>Participants should document baseline data for five performance indicators in the Performance Report and Improvement Plan prior to the session and bring the completed data to the meeting. If a site is unable to extract data, recommend to document that as well.</p>

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Orientation to Financial Management: Topic and Objectives



10 minutes



Slides 1-4



Present Slide

Facilitate

- 1** Financial Management: Introduction to the Financial Management Change Package
 - Activity:
 - » Conduct participant and facilitator introductions.
- 2** Meeting objectives
- 3** Why is financial management important?
- 4** Clinic team's role in financial management

Financial Management Change Package



15 minutes



Slides 5-9



Present Slide

Facilitate

- 5** Overview of the Financial Management Change Package
- 6** Best practice recommendations
- 7** Best Practice 1. Bill the correct payer and optimal amount
 - Discussion:
 - » When thinking about your site (or agency), what are some reasons or day-to-day operations that impact your ability to successfully bill the correct payer and optimal amount?
- 8** Best Practice 2. Monitor and manage client fee collections
 - Discussion:
 - » When thinking about your site (or agency), what are some reasons or day-to-day operations that impact your ability to successfully bill the correct payer and optimal amount?
- 9** Best Practice 3. Monitor and manage payments from third-party payers (TPPs)
 - Discussion:
 - » When thinking about payments from TPPs, what issues prevent your agency from receiving monies owed for services provided (and submitted claims for)?

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Financial Management Performance Indicators



25 minutes



Slides 10-21



Present Slide

Facilitate

10	Financial management performance indicators	
11	Other indicators	
12	Analyzing financial data	
13	Financial Management Performance Indicator Report	
14	Financial management baseline data	<p>Activity/Discussion:</p> <ul style="list-style-type: none"> » Ask site(s) to discuss financial management baseline data. <i>Note: Facilitators can have data on their screen or instruct sites to bring copies of their data to the training. It is recommended that the facilitator reviews data for all sites prior to this session.</i> » What data jump out at you? Is there an indicator that seems low? » Were there any indicators you were unable to extract/pull from your practice management/electronic health record system? » After reviewing your performance indicator data, develop a performance goal or plan on how you will improve on that particular indicator. <i>Note: Depending on time, facilitators should encourage at least two to three sites to share their sample performance goals. Make sure that sites mention their baseline data, as well as their performance goals.</i>
15	Financial Management Performance Indicator Report: Revenue and Payer Mix	
16	Financial Management Performance Indicator Report: Monthly Charges	
17	Financial Management Performance Indicator Report: Claims Denial Rate	

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18 Financial Management Performance
Indicator Report: A/R Aging

19 Financial Management Performance
Indicator Report: Net Collection Rate

20 Setting performance indicator goals

21 The quality improvement (QI) team

Conclusion



10 minutes



Slides 22-24

 Present Slide

Facilitate

22 Next steps

Discussion:

- » What are other next steps you will take in addition to what is listed?
- » When will your quality improvement (QI) team meet next?

23 What other questions do you have? What other issues would you like to discuss?

Discussion (if time allows):

- » What other questions do you have for each other before we end? Are there other issues or challenges that we haven't discussed yet? *(Note to facilitators: If challenges came up in earlier discussions, this could be a good time to discuss them.)*
- » Before we leave, what is one thing you will take away from today's discussion? *(Note to facilitators: Consider round robin sharing or ask a couple of participants to share.)*

24 Thank you