

MINUTES

Logan Health Medical Center Patient and Family Advisory Council

August 18, 2025 - 5:30 pm- 7:00 pm Beargrass

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- i. **Call to Order 1730**
 - ii. **Share Patient-Family Story and Thank you cards**
 - a. Edward T in MRI, and PA Justin Shobe from Ava
 - iii. **Annie Robbins update:**

Revenue Cycle Focus Areas

The team identified three main goals:

- 1. **Timely**
- 2. **Accurate**
- 3. **Without Rework**

Revenue Cycle has determined **21 areas of opportunity**. The following initiatives are currently underway:

Current Initiatives

i. Eligibility

- Issues: Incorrect policy numbers or insurance listed on accounts.
- Action: Beginning **September 1**, insurance will be collected at the time of scheduling.
- Impact: A different team will handle this process and will require education (e.g., group IDs, insurance details).
- Context:
 - 55 Patient Access Representatives (PARs) with a 25–30% turnover rate.
 - 2,000+ clinic visits daily.
 - Prior authorizations were sometimes missed before surgeries—an identified improvement area.

ii. Centralized Scheduling

- A separate, ongoing project.

iii. Designated Fields for Orders

- Problem: Orders provided informally (e.g., handwritten on a napkin).
- Action: Establish a standardized process including diagnosis, patient name, provider name, etc.
- Goal: Enable timely prior authorization and billing.

iv. Clearinghouse

- Progress: Claim turnaround has improved from **35 days to 10 days**.

v. Future Initiatives

- **Duplicate Guarantors** – Address duplicate patient records leading to multiple bills.

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- **Combining Accounts** – Automate Medicare rule where all medical care within 72 hours of admission is combined into one payment.
- **Authorization Improvement** – Target faster prior authorization (same-day or next-day).
- **Provider Dictionary** – Establish a standardized list of providers.
- **Collections** – Automate collections process (currently manual). Concern noted about patients being sent to collections for small balances (e.g., \$25).

PFAC Questions & Responses

a. Can patients pay at time of service?

- Yes, but typically only if requested by the patient. Revenue Cycle may explore encouraging this more.

b. Why can't patients get itemized bills?

- Itemized bills can be very lengthy for extensive hospital stays or surgeries. Patients instead receive summarized bills in categories.
- Itemized statements are available in the **patient portal** upon request.

c. What about the cost of medical records?

- There is a flat fee for records requested by patients.
- Records sent directly to another hospital or provider are free.

iv. **New members:** *Becky Dickman. Becky is a retired nurse as is her husband. Her expertise is in OB. She completed her master's thesis on Planetree implementation. She's very excited to join our team. We also introduced all the members in the room. Discussion regarding Frankie also joining our team in the next coming months after receiving volunteer training, etc. Sue Justis wondered if another volunteer had submitted an application yet. (Cassidy's plan is to reach out to clinics to solicit interest.) We also welcomed Tiffany Richardson.*

v. **Sign welcome cards for new employees.** *22 cards signed by team at meeting. PFAC members commented on the niceness of the cards and can we thank Amber Nolan for them? Will need to develop a small bank of cards and these will go in the welcome bags for new employees—which will save on postage. New employees do not receive anything so personal currently. So we will need to get signing!*

vi. **Alternative medicine:** *Discussed aromatherapy and how we would like to be informed about services if we were a patient. Discussion about it being in the patient guide, or a sign, versus perhaps people with sunshine cart could mention it in their rounds.*

vii. **Events coming up—Alert at Range Riders August 30th.** *2 Tickets offered for 8/20 game claimed by Sue Justis.*

viii. **We Heard YOU campaign**—*meeting with variety of community members to better address diversity within our population. ADA compliance, patients who are hard of hearing, Native American populations, etc.*

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- ix. **Updates from Leadership**—*All staff update September 3rd 8am, noon PFAC invited to attend.*
- x. **Future Meeting/Topics**— *How is the Sunshine Cart going? Next initiative for Q4 into 2026? We look forward to hearing from Teresa how the cart is going and we discussed any PFAC members who would like to contribute to this effort.*
- xi. **Adjourn**

Next Meeting Date: September 15, 2025 Beargrass 1730-1900

PFAC Members			
Ava Harwood, Chair	Sue Justis	Becky Dickman	
Lisa Harris	Teresa Kennedy		

Ad Hoc Committee Members	
Tiffany Richardson, RN, Manager Quality & Safety	Kelly Bilau, Administrator, Brendan House
Cassidy Lilienthal, RN, LHMC Planetree Program Manager	

Note: **Please remember to inform Cassidy or Ava if you are unable to attend a meeting. Thank you.