INSTRUCTIONAL DESIGN DEMO CHEAT SHEET: eCareNEXT

Hello and thank you for your interest in my instructional design work. While the design was generated and exported for the web from Articulate 360, there were two additional exports to GitHub and Vercel. The direct link to the training module is https://vcu-health-experian.vercel.app/

If you experience any errors or bugs, please let me know and I'll do what I can to remedy the matter. To date, no complaints so that's a good thing.

This on-demand training module was designed in Articulate 360 and is delivered in 4 scenes (lessons), featuring quizzes at the end of each scene and a final assessment at the end which shuffles answers each time the assessment is taken. For your convenience, the ANSWER KEYS are provided below.

DESIGN NOTES

1. The training module is not linked to a Learning Management System (LMS). Although learners are required to pass all quiz questions, you will be able to proceed through the demo without requirements to answer questions correctly.
2. Learners for this training module were part of the revenue cycle management of VCU Health, responsible for both patient information and insurance verification. The training was deployed as part of change management to a more responsive, predictive patient customer service being delivered through Experian Health's software as a service (SaaS).
3. Although NOTES appear in the module, the glossary has been omitted due to the proprietary nature of the Experian Health platform.
4. Some delays are intentional, encouraging the learner to spend more time on an item rather than clicking past important information.
5. The universal setting for certain videos was changed for your convenience, allowing you to use the slider bar to quickly advance through videos. In practice, due to the nature of HIPAA regulations and verification of training, this option did not exist in the original course. This is particularly true of the scene pictured below which would otherwise require the demo reviewer to watch 11 videos. Instead, bypass options are provided.

ANSWER KEY

Quiz	Correct Answer
Memory Challenge 1	All except D
Memory Challenge 2	B
Packing Up the Benefits	Everything goes in the box <u>except</u> ▪ 75%... ▪ increases payment delay ▪ decreases patient satisfaction
Memory Challenge 3	All except C
eCare NEXT Delivers	Drag each item directly across from the left column to the right in the same order.
Focus: Benefits of eCare NEXT to VCU Health	The <u>false</u> responses are ▪ increases payment delays ▪ decreases patient satisfaction ▪ 75%...
Focus: Responsibility	Check all the boxes.

ASSESSMENT

NB: Multiple choice answers shuffle when the assessment is repeated.

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1 eCareNEXT

Improved data quality means we spend less time and money identifying and updating incorrect information.

Check all of the following that apply to increasing revenue.

- [x] Correct insurance information.
- [ ] Duplicate patient records.
- [x] Correct patient demographic information.
- [x] Correct visit information.

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2 eCareNEXT

The goal is to move towards best practices for patient satisfaction while minimizing the loss of revenue. Put the coordinated operational processes in the correct order that moves from beginning (Step 1) to end the flow (Step 10) of a positive patient experience.

1. Provider Referral
2. Patient Scheduled
3. Pre-Service Registration
4. Insurance Eligibility
5. Referral & Prior Authorization
6. Benefit & Service Estimation
7. Current Balance Assessment
8. Balance Resolution Arranged
9. Financial Counseling
10. Arrival Staff Address Open Items Only

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3 eCareNEXT

True or False?

*Check all of the following that are **true** about eCare NEXT.*

- [x] Diligence about gathering patient information, completing all data elements in GE-IDX, is essential to patient care and the revenue cycle.
- [ ] We want patients to arrive with minimal knowledge of their financial obligations and will let them know after their visit.
- [x] The Revenue Cycle begins when a patient seeks access for health care.
- [x] Improved data quality means we spend less time and money identifying and updating incorrect and incomplete patient information.

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4 eCareNEXT

Select an answer to complete the statement:

eCare Next is a system...

- ( ) ...that is available if necessary.
- ( ) ....that will most likely slow down the billing process.
- (•) ...that allows users to automatically correct registration errors, making the billing process more efficient.
- ( ) ...that is none of the above.

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5 eCareNEXT

Match the features to their detail by selecting from the drop down list options.

Feature	Detail
Track	Individual performance and trends for efficient staff development and performance improvement.
Ensure	100% of our patients are monitored, as insurance eligibility is performed on all pre-registered and registered visits.
Control	Workflow by identifying and resolving registration inaccuracies prior to the visit.
Empower	Staff to work more efficiently and accurately with a standard process that gives immediate alert messages when errors occur.

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6 eCareNEXT

Check all items that are expectations for you in your role here at VCU Health.

- [ ] I must enter all critical data elements in the GE-IDX system for each patient. I must also verify that most data I entered is accurate, if not, then someone else will correct it later.
- [x] I must be sure that each patient has a clear understanding of their financial obligations and provide the proper resources if there are financial struggles.
- [x] I must check the patient's insurance eligibility and that all authorizations have been completed.
- [ ] When a patient arrives, I should complete most of the steps necessary on the arrival dashboard and know that someone else will correct any errors in the patient's information.
- [x] It is my responsibility to enhance the ease of access for patients to receive medical services at VCU Health, regardless of the setting and location.