



# 5 Ways To Get Your Team off the RCM Hamster Wheel

Help your staff escape the monotony of the revenue cycle and elevate their skills

## #1 concern for hospital CEOs going into 2023? Workforce challenges.

[American College of Healthcare Executives](#)

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### Cross-Train Your Staff

RCM teams often work in silos, with each person or group focusing on a specific task or payer. Break down those silos and allow your team to cross-train one another on different responsibilities and payers. You'll wind up with a more skilled, engaged team capable of filling in for one another whenever someone's out.



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### Host Round Tables



As an RCM leader, it's easy to tunnel vision and focus on queues. Zoom out and give your team the microphone. Hold regular round table meetings with your team, giving them a chance to share what's working and what's not, how you can support them, streamline processes, make their jobs easier or more efficient, etc. This gives them the chance to grow, own their role, and share their expertise.




*Are you tired of talking about staffing challenges? I know I am. But it's a very real problem in revenue cycle. Think about your team. Buried in growing queues, checking the same boxes each and every day. It's a recipe for burnout. We have a responsibility to get our staff off the RCM hamster wheel — to elevate them to new positions that better utilize their talents and offer a more challenging, rewarding experience. This will improve engagement, reduce churn, and lessen the dreaded staffing challenges.*

**-AMY RAYMOND**

VP of Revenue Cycle Operations at AKASA


### 3 > Provide the Right Tools

Follow up on the round table discussions and provide whatever your team needs to succeed. If someone feels they'd be better at their job with more Excel knowledge or insights into a specific payer, provide the training they need to make that a reality.



**47% of employees** are looking for a new job that offers career growth

### 4 > Prioritize Patient Experience



Only **14% of patients** reported having a positive healthcare experience in 2022

RCM tasks are often monotonous and predictable. Patients, on the other hand, are unique. Working directly with them offers a chance for your staff to do even more meaningful work. Not only this, patients are ultimately the stakeholder. If they have a great experience, they'll tell others — and share if they have a negative experience. Use your cross-trained staff to the fullest and have rotating staff prioritize patient-facing tasks throughout the week.

### 5 > Elevate Your Staff With RCM Automation

Time is one of the most in-demand things in the revenue cycle. Give your staff the time to break free of the hamster wheel and do more impactful work by implementing RCM automation. Let AI-powered technology from AKASA automate your mundane and time-consuming rev cycle tasks. By streamlining prior auth, denial management, etc., your talented team can focus on more complex, revenue-generating work and truly shine.

Learn how AKASA can help your team escape the RCM hamster wheel.

[Book a consultation now](#)