

# Opportunity

## NSW Health Revenue Portal

Directors of Operations & General Managers Meeting  
March 2015



# Revenue Portal Introduction

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As part of a robust strategy based on knowledge, training, tools and marketing, the NSW Health Revenue Portal offers opportunities for:

- Streamlining work practices
- Better patient identification
- Increasing revenue received from inpatient billing

How do you want to use it?



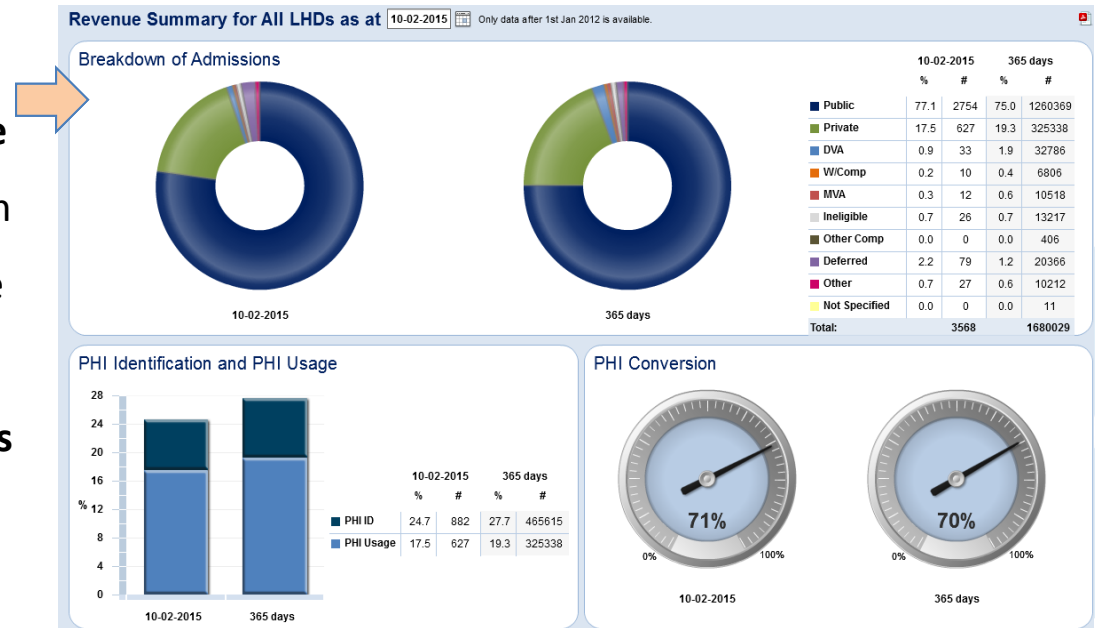
# Revenue Portal Preliminary Release Overview

Web based application:

- Accessible via windows login on **any PC connected to NSW Health network**
- With features providing ability to **customise data** displayed, **sort data**, **filter data** and **export data** to PDF or Excel files

**Real time** data sourced from your Patient Administration System and Patient Flow Portal to provide:

- Site and LHD key indicators around **PHI ID, Usage, Conversion and Single Room Usage**
- **Hot Revenue Leads** for better identification and conversion of patients to compensable or chargeable election
- **Better visibility of single and shared rooms** that may have positive revenue outcomes



# Revenue Portal Benefits

- Improve processes for identification of all compensable and chargeable patient classification
- Eliminate need to run retrospective reports allowing staff to work with real time data potentially saving time and resources
- Information disseminated in a practical, attractive and user friendly manner
- Opportunity to “do it NOW” is an exciting and refreshing change in an environment of “hurry up and wait”

**EXAMPLE:** List displaying Private Patients in Shared Rooms, Empty Single Rooms and Non Private Patients in Single Rooms

**Single & Shared Rooms** Reset Columns Custom

Private patient in a shared room No. of Records = 124 Inf.Alert:

Patient ID	Ward	Bed	Admit	LOS	FC	FC Description	Inf. Alert	Checked	Insurer	Level
971068	GICU	1/50H	06-02-2015	4	Private	Private waive excess		<input type="checkbox"/>	Medibank Private Ltd	Single Room Cover
965527	TPU	1/01	09-02-2015	1	Private	Private waive excess		<input type="checkbox"/>	BUPA Australia Health Pty Ltd	Single Room Cover
910614	9E	1/10	01-02-2015	9	Private	Private waive excess		<input type="checkbox"/>	HCF (Hospital Contribution Fund of	Single Room Cover
901898	RPAH HITH Ir	1/15	26-01-2015	15	Private	Private waive excess		<input type="checkbox"/>	BUPA Australia Health Pty Ltd	Single Room Cover

Empty single rooms No. of Records = 9  Display all

Ward	Ward Desc	Bed	Room	Ward Type	Ward Sub Type
10W-2	10W-2	1/17	1	Surgery	Orthopaedics
6-CW	6-CW	1/10	1	Paediatrics	No Subtype
6E-1	6E-1	1/116	1	Medical	No Subtype
6EMA	MAU	1/78 (6E3-Other)	1	Medical	Medical Assessment Units
6E-4	6E-4	1/40	1	Medical	Cardiology

Non-private patient in single room No. of Records = 92  Display all Inf.Alert:

Patient ID	Ward	Bed	Admit	LOS	FC	FC Description	Inf. Alert	Clinical Need	Insurer	Level
1974128	5E1A	1/33	10-02-2015	0	Public	Public O/N Hosp Dr		<input type="checkbox"/>	Australian Health Management Grou	Single Room Cover
2004253	6E-2	1/99	05-02-2015	5	Ineligible	Inel O/N Priv Dr		<input type="checkbox"/>	BUPA Australia Health Pty Ltd	Shared Room Cover
1998620	5E1A	1/40	10-02-2015	0	Ineligible	Inel O/N Priv Dr		<input type="checkbox"/>	HCF (Hospital Contribution Fund of	Single Room Cover
1562419	9E	1/22	17-01-2015	24	W/Comp	Acute NWAU W/Com		<input type="checkbox"/>	Medibank Private Ltd	Single Room Cover
1606167	6E-1	1/111	10-02-2015	0	Public	Public O/N Hosp Dr		<input type="checkbox"/>	Medibank Private Ltd	Single Room Cover

# Revenue Portal Case Study Example

Example of how the Revenue Portal can assist with stopping the leakage...

**Inpatient: Previous Admissions with different Fin Class** No. of Records = 28

Reset Columns Click to Customise Columns

	Ward	Bed	Admit Reason	Admit	FC	Prev Admit	Prev FC	Prev Site	Prev
15	EHC	EHC_01	CTO	18-12-2014	Public	17-04-2014	Private	Shoalhaven and Dist	21-04-
86	SURG_MAU	SURG_MAU_4	POST TONSILLECTOMY BLEED	17-12-2014	Public	03-10-2013	Private	St George Hospital	03-10-
90	ICU	ICU_02	DSA + COILING OF POSTERIOR COMMUNI	17-12-2014	Public	17-12-2014	Other	Shellharbour Hospita	17-12-
03	AGEP6	AGEP6_02	Pain, abdominal	16-12-2014	Public	14-02-2013	Private	Prince of Wales Hosp	17-02-
13	PLAS_ENT	PLAS_ENT_OV	Hyperbaric / +- angiogram +/- angioplasty	16-12-2014	Public	21-09-2014	Private	Prince of Wales Hosp	21-09-
11	SURG_UROV	SURG_UROVAS_	2ND STAGE REVISION RIGHT TOTAL HIP R	16-12-2014	Public	02-09-2014	Private	Prince of Wales Hosp	02-09-
93	SURG_GEN	SURG_GEN_3	Drainage of ascites	16-12-2014	Ineligible	01-02-2013	Private	Prince of Wales Hosp	01-02-
26	ICU	ICU_HDU_17	SAH	12-12-2014	Public	25-11-2013	Private	Sydney/Sydney Eye H	26-11-
09	SPINAL_REH	SPINAL_REHINAL_ACUTE	t6 asia b	09-12-2014	MVA	22-07-2014	Private	Wollongong Hospital	22-07-
07	HITH	HITH_01	facial bone infection	08-12-2014	Public	20-01-2013	Private	Prince of Wales Hosp	22-01-
11	AREH	AREH_01	CHEST PAIN	08-12-2014	Public	14-08-2014	Private	Prince of Wales Hosp	15-08-
10	SURG_UROV	SURG_UROVAS_	# nof	06-12-2014	Public	15-08-2013	Private	Prince of Wales Hosp	17-08-
12	HITH	HITH_05	closed # tib & fib shaft	04-12-2014	Public	02-11-2013	Private	Prince of Wales Hosp	03-11-
85	HITH	HITH_09	fever	03-12-2014	Public	11-08-2014	Private	Prince of Wales Hosp	13-08-
97	SURG_UROV	SURG_UROVAS_	Removal of external fixator, ORIF Cuboid + B	02-12-2014	Public	05-11-2014	MVA	Prince of Wales Hosp	11-11-
14	RENAL	RENAL_OV19	INCARCERATED INCISIONAL HERNIA	24-11-2014	DVA	24-10-2014	Private	Prince of Wales Hosp	24-10-
11	PLAS_ENT	PLAS_ENT_11	left endo Dacrocystorhinostomy	24-11-2014	Public	06-05-2014	Private	Prince of Wales Hosp	14-05-

Previous admission with MVA election in November 2014

Admission in December 2014 as a public inpatient for 20 days before being identified via the Revenue Portal

Total LOS for December admission was 22 days

# Revenue Portal Training and Support

**What do LHD's need to do to ensure staff are trained and using the tool to improve revenue identification and stop the leakage:**

- BOOK training for staff in all facilities
- Ensure staff HAVE requested access to the Revenue Portal
- Ensure staff ARE using the Revenue Portal
- PROVIDE quick links on local Intranet to Revenue website and Portal

**How can the Ministry of Health help the LHD's:**

- PROVIDE staff training around Revenue Portal usage as a part of daily work practices
- RESPOND to revenue related enquiries or requests for training, support and other matters
- DEVELOPMENT of tools to further assist with achieving revenue targets
- PROVIDE information around Revenue Portal usage

**Key support details:**

**State-wide Revenue website:**

<http://staterevenue.wsahs.nsw.gov.au/revenue-home>

**State-wide Revenue Portal:**

<http://pfp.healthtech.nswhealth.net/rp/rp.html>

**MoH Revenue email address for training,**

**support and other matters:**

[revenue@moh.health.nsw.gov.au](mailto:revenue@moh.health.nsw.gov.au)

**Reporting Revenue Portal Technical Issues:**

eHealth State-wide Service Desk :

Ph: 1300 235 533

# Revenue Portal Preliminary Release Rollout

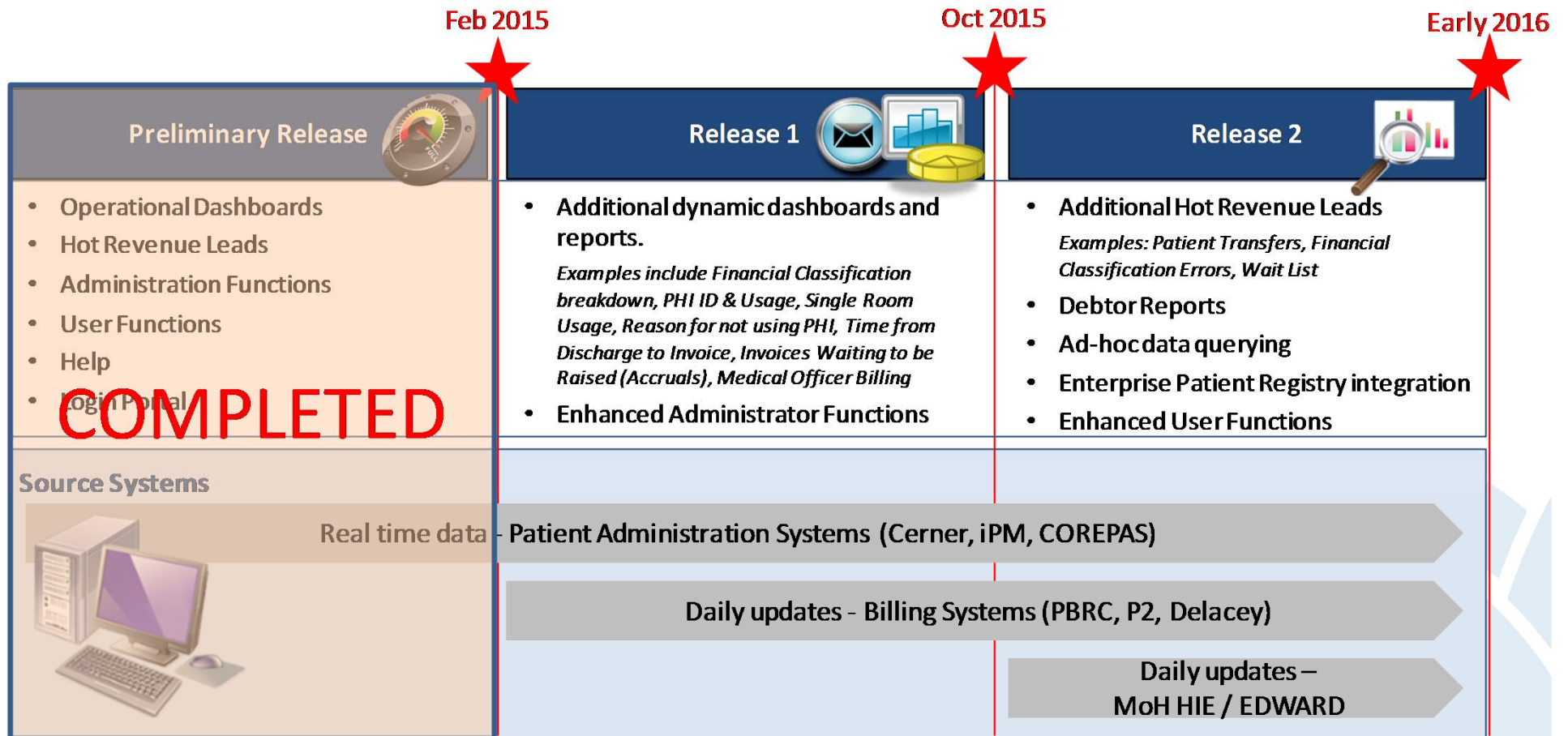
(As at 16/3/15)

LHD's	Training Status	# Users	LHD Nominated Champion
South Western Sydney	Completed	164	Helen Koureas
Mid North Coast	Completed	152	Danielle Rutherford
Northern NSW	Completed	102	Rebecca Burton
Murrumbidgee	Completed	99	Evelyn Shea / Patricia Spiros
Nepean Blue Mountains	Completed	79	Angela Edwards / Kim Lyle
Southern NSW	Completed	55	Sharyn Hanley
Illawarra Shoalhaven	Completed	48	Mary Lee
Western Sydney	Completed	48	Rachel Mattarelli
South Eastern Sydney	Scheduled	56	Ann Felton / Annette Bathgate
Sydney	Scheduled	26	<i>Unofficially John O'Grady</i>
Northern Sydney	Scheduled	22	Jo Preece
Sydney Children's Hospital Network	Scheduled	8	Jan Mullin / Kim Webster
Western NSW	Not Scheduled	158	<i>Unofficially Fiona Skaines / Tony Hauville</i>
Hunter New England	Not Scheduled	11	<i>Unofficially Renae Lines / Scott Thornton</i>
Far West	Not Scheduled	6	<i>No official nomination received</i>
St Vincent's Health Network	Not Scheduled	1	<i>Unofficially Paul Hobart / Lorena Ribeiro</i>

## Training focuses on...

- Opens the Revenue conversation with multiple levels of staff
- Identifying where business processes can be reviewed to streamline work processes
- Identifying how the Revenue Portal can be used to improve efficiencies and assist staff to achieve better outcomes
- Accessing all the State-wide Revenue Tools through the Revenue Website

# Revenue Portal Future Functionality





# Revenue Portal Usage Expectations

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**Staff need to make a deliberate effort to utilise the Revenue Portal as a part of their daily work practices to improve revenue identification and stop the leakage**