

Jennifer Raschig

608-346-5074 · jraschig@yahoo.com

www.linkedin.com/in/jenniferraschig

Professional Summary

Process Improvement · Business Needs Analysis · Project Management · Cross-Functional Collaboration · Team Building · Coaching and Mentoring · Effective Presentations · Accounting Expertise

Employment History

Founder and CEO

2015-present

More Than Organizing, Jefferson, WI

- Consult with clients from multiple industries to assess business processes and design workflow changes to improve output, gain efficiencies.
- Create and deliver customized workshops and seminars on topics related to business process, leadership and time organization, among other topics.

Director, Revenue Cycle Training and Quality

2014-2017

Aurora Health Care, Milwaukee, WI

Job Role

- Lead curriculum design, training, process development and quality program for \$4.5 billion revenue cycle, including physician, hospital, and home health revenue areas.
- Drive change throughout the organization by assessing impact to various groups and garnering support from leaders.
- Oversee standardization of workflows across multi-functional departments with diverse needs and goals.
- Solve complex process issues using cost-effective, innovative solutions.
- Assess current-state workflows for new mergers and acquisitions and recommending process changes.

Key Achievements

- Developed the revenue cycle quality assurance program including standardized workflow implementation and documentation, defined key performance indicators and data analysis and reporting.
- Expanded the offerings of the Training Department increasing the number of in-person classes offered to more than 150 per month and the number of staff trained each month to more than 200.
- Improved the delivery method and timing of curricula, and introduced a unique program increasing learner retention and satisfaction. Course effectiveness increased from 65% to 85% "Strongly Agree."
- Tripled the number of departments supported by quality, training and process teams to include registration and scheduling, financial advocates, billing, denial management, medical audit and collections departments.
- Led collaborative medical group operations team including business leaders, coding and reimbursement to improve communication and process and solve complex medical group issues.
- Reduced overall expenditures by more than \$150,000 per year by eliminating redundant software and in-sourcing e-learning.
- Improved staff satisfaction year over year to 94% overall job satisfaction.
- Partnered with Finance and Accounting division to understand fiscal issues and process decision impact on operations.

Manager, Standards and Procedures

2012-2014

Aurora Health Care, Milwaukee, WI

Job Role

- Lead development of standardized procedures for all pre-service functions of the revenue cycle through collaboration with information technology, business office, clinical teams and accounting.
- Actively seek and implement best practice standards into workflows and develop quality reporting for key performance indicators showing compliance with workflow.
- Serve as expert resource in healthcare regulations related to pre-service functions.

Key Achievements

- Reduced the number of claims held for registration errors from more than \$5M to less than \$1M unbilled per month through implementation of monthly competency and productivity tracking.
- Organized and populated a new website to offer more than 300 standardized procedures identified in team meetings of diverse stakeholders held to review process analysis and document workflows.
- Developed consistent reporting to track and trend denials by problem area. Decreased errors causing claim denials by implementing standardized workflows.

Manager, Revenue Cycle Training Design & Development

2009-2012

Aurora Health Care, Milwaukee, WI

Job Role

- Manage deployment of new simplified process by quickly creating and delivering targeted education across the enterprise.
- Lead team of curricula designers in creating initial classroom material for Epic deployment for all revenue cycle applications. This included rapid development and documentation of workflows for the Epic environment.

Key Achievements

- Collaborated with revenue cycle leaders across the enterprise to assess training needs and develop training programs that align with enterprise objectives.
- Introduced competency models and quality assessments to ensure effectiveness of all training programs, and developed on-going performance measures.
- Maximized efficiency of patient registration through delivery of best-practice process for all areas of responsibility.
- Achieved successful implementation of new information technology system through rapid development of curricula. Led designers to create more than 100 classes specifically for implementation in less than 3 months.
- Analyzed current business process and make recommendations for procedure development and training needs.

Patient Access Manager

2000-2008

Fort HealthCare, Fort Atkinson, WI

- Directed Specialty Clinic with >10 specialties and >30 providers.
- Reduced errors for entire health system through training programs and performance improvement initiatives from 15% to 4%. Reduced error rate among direct reports from 12% to 2%.
- Partnered with clinical leaders to develop system practices that created positive patient experiences and complied with regulatory guidelines and directives.

Education

M.S. Forensic Accounting

New England College

Henniker, NH

B.S. Business Management

Maranatha Baptist Bible College

Watertown, WI