



Reporting Compliance:

Strategies for Increasing Time Study Participation

Case Study | 2022

Time Study, Inc
timestudy.com / info@timestudy.com

Strategies for Increasing Reporting Compliance

A top goal indicated by most of our Time Study clients is to increase or maintain their time study compliance rates at 85% or higher. Incomplete time studies place health enterprises at risk for decreased reimbursement dollars and fines and penalties that result from noncompliance. Barriers to sufficient compliance rates include inconvenient reporting workflows, limitations for real-time data validation, (time study program) administrator burnout, and inefficient procedures for distributing timely alerts & reminders to non-compliant participants.

For this project, we reviewed a health organization's first two years on the Time Study platform to identify the most likely strategies leading to the 128% increase their time study submission rate. This case study provides an overview of leading practices for improving your time study compliance rates.

GOAL: Maintaining an 85% or higher compliance rate is optimal for capturing more reimbursement time.

Key Facts and Highlights

The goal for this case study is analyze our vast dataset of healthcare time studies to discover new best practices for improving your time study reporting compliance.

We reviewed completed time studies collected by a leading US healthcare system, analyzing their administrator's system interactions and their practitioner's engagement with the time study platform before and after their time studies were submitted.

For this study, we reviewed over 10,758 completed time studies and related system engagement data. We observed 2 years of data, related to time studies collected prior to 2019 (Pre-COVID). During the observed period, the organization collected time studies two (2) consecutive weeks per quarter.

Years Observed Prior to 2019

2 years

We analyzed time studies collected & completed prior to 2019 (pre-COVID)

People Observed Prior to 2019

1,565

There are 1,565 unique people represented in this dataset (anonymized)

Time Studies Prior to 2019

10,758

The observed dataset includes over 10,758 completed time studies.

Study Frequency Prior to 2019

2 Weeks/Qtr

During the observed period, time studies were conducted 2 consecutive weeks per quarter.

Process Findings: Document Clear Policies & Procedures

The foundation for a great time study system requires **clear (transparent), well-defined policies & procedures.**

Many of our clients reach out to us to help them improve their system for managing time studies. The observed dataset represents an organization that previously used a paper-based & spreadsheet system for collecting & managing their time studies. At least eight weeks/year of administrative time was spent on time study management (manually managing reminders, practitioner communications, and validations). Our journey with them began by documenting the rules that govern their time study program.

- Transparent & documented time study requirements that note all exceptions for individuals/ departments / divisions / roles / specialties etc. Specificity enables us to reduce “noise” by allowing the system to customize communications to include only what’s relevant.
- Transparent, well-defined approval workflows for any personnel responsible for reviewing & approving time studies are monitored/ enforced systematically.
- For onboarding new participants, self-guided training tools are provided (with relevant requirements, definitions, contacts).

Systems Findings: Automatically Enforce Procedures

Aligning your system with well-defined procedures can increase reporting compliance by as much as 62% within 1 year.

This organization's time study platform was configured to inform participants of relevant requirements and to automatically enforce these rules, such as the requirement for consecutive week studies, exception workflows for collecting additional/alternative data (ex: organ or specialized duties), and approval workflows. Additionally, the organization began to enforce a thirty (30) day deadline for submitting time studies (previously loosely enforced). These rules were made clear via the automated communications provided by the platform. During their first year on the platform, the organization experienced a 62% increase in their reporting compliance, with clear rules enforced systematically.

- Alerts are automated and include one actionable, quick method for completing the time study.
- For non-compliant reporters, an initial reminder is distributed within 1-7 days following the end of the time study period and a final reminder within 30 days of the end of the study period.
- Transparent reporting deadlines occur within 45 days of the last day of the study period (Compliance reduces drastically with each full month following the study period).

People Findings: The Most Important Component

Aligning Processes, Systems, and People can improve your reporting compliance by as much as 128% by Year 2.

In the first quarter on the platform, the organization realized operational & cost efficiencies by replacing manual procedures with automation for approvals, validations, and communications. Additionally, to sustain their improvements in compliance rates, the organization increased its use of our "supporter" role. Supporters may include administrative staff, clinical chairs, or other division leaders. These roles provide more oversight & transparency across the enterprise and enable supporters to stay abreast of their team's role in achieving the organization's goal of sustaining at least 85% compliance. As a result, within the second year on the platform, the organization's compliance rate increased by 128% from its baseline (before Time Study).

- An engaged department/team-level “supporter” that is informed and responsible for supporting the organization in improving their group’s compliance rates.
- All messaging should include ONE designated point-in-contact for receiving support.
- Transparent approval workflows. Well-defined Time study approval workflows can be enforced systematically.



Final Words

**The future of work is
enterprise time intelligence.**

Time Study's enterprise time intelligence platform can streamline your time study workflows and transform your data into real-time insights on how time is spent (at work). Many of the top U.S. hospitals have selected Time Study as their preferred cloud solution for conducting & reporting time studies. To learn more, contact us.

timestudy.com / info@timestudy.com



Contact Information

Office Locations:

New York, USA
Virginia, USA
Oregon, USA

Phone:

Free Toll:
+ 1 866 508 6177

Online:

info@timestudy.com
timestudy.com