

RCM Facilitation Strategies

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Anyone who has participated or facilitated an RCM analysis knows this can be a major undertaking for a business. If the process is not facilitated in an effective manor, the team can become frustrated and the analysis can drag on forever. The key to keeping the process on track is knowing and applying effective RCM facilitation strategies. For this article I will list in order of preference, several facilitation strategies along with the benefits and drawbacks of each strategy.

Strategy 1 – RCM Blitz™ Co-facilitation

RCM Blitz™ Co-facilitation - The use of two experienced RCM facilitators and a live RCM database with out a doubt is the most effective way to facilitate the RCM process. While one facilitator leads the analysis on chart paper, the other records the information in the RCM database. The facilitators switch positions each hour and run the process from start to finish in a one-week schedule. This strategy keeps the team focused and eliminates the constant review of information caused by a fractured analysis schedule.

Benefits

- **Provides the most analyses in the least amount of time**
- **Information entered live is accurate**
- **Limits facilitator time outside the analysis**
- **Keeps the RCM team focused**
- **Eliminates review and repetition**
- **Implementation of tasks can start on the first day of analysis**
- **The rotating of facilitators keeps the team on track and fresh**
- **Allows a business to set up aggressive or steady RCM goals (2 – 3 analyses a month or 6 per year)**

Drawbacks

- **Requires experienced facilitators**
- **Blitz schedule requires commitment to RCM**

Strategy 2 Co-facilitation

Co-facilitation – The use of two experienced RCM facilitators and a live database using a set two to four hour schedule. The team will gain the advantage of using the live database, this limits time outside the analysis to re-record data from chart paper to the database. However, you will waste some time each day the team reconvenes discussing

“where we left off yesterday and what was covered”. The two experienced facilitators will help each other keep the team on track and focused on daily goals.

Benefits

- **Data entry is accurate**
- **Limits facilitator time outside the analysis**
- **Keeps the RCM team focused**
- **The rotating of facilitators keeps the team on track and fresh**
- **Allows a business to set up semi aggressive or steady RCM goals (1 - 2 analyses a month or 6 per year)**

Drawbacks

- **The fractured schedule opens the door to review and repetition**
- **Constant putting up and taking down of information makes room scheduling difficult**

Strategy 3 – Co-facilitation using data input clerk

Co-facilitation using data input clerk – This strategy requires an experienced RCM facilitator and a person who is “the data input clerk”. This always seems like a good idea at first, and it can work but be warned, there are drawbacks if you don’t stick to this plan. The facilitator must be experienced, and the data input person must understand RCM and accurately record the information, as the team is lead through the RCM process. If you find the right two people to pull this off it can work effectively with the only limits being the time the facilitator can remain fresh and on track while leading the team.

Benefits

- **Can be as fast a co-facilitation with the cost of only one facilitator**
- **Limits facilitator time outside the analysis**
- **Allows a business to set up semi aggressive or steady RCM goals (1 - 2 analyses a month or 6 per year)**

Drawbacks

- **Information is often not as accurate**
- **Blitz schedule is impossible as facilitator can not lead for eight hours**
- **Often requires more information review with team**

Strategy 4 – Single Facilitator Live Database

Single facilitator live database – This strategy requires an experienced facilitator, a live database, and a digital projector. I have been able to perform this act myself and have

had a few of my facilitators pull it off. It can be effective for a small analysis but it has several drawbacks and I warn facilitators about using this strategy unless they are experienced and confident. The problem here starts as soon as the database is projected on the wall. “Hey you spelled reservoir wrong, shouldn’t it be t-a-n-k”? The team in a short time has lost focus of the analysis and begins looking for your errors. This is where your experience and facilitation skills had better be sharp. I don’t recommend projecting an analysis even with co-facilitation, however if your alone it becomes a must. You have to tell the team to check the information is accurate, but not perfect and move on. I once did ten analyses like this in two months so it can work but it is exhausting.

Benefits

- **Uses only one facilitator**
- **Information is accurate**
- **Limits facilitator time outside the analysis**

Drawbacks

- **The process is much slower**
- **The facilitator and team will not build rapport required to build speed**
- **Analysis time is limited as this strategy is exhausting**

Strategy 5 – Single Facilitator – Flipchart

Single Facilitator – Flipchart – This is the most antiquated, painful, and slow way of facilitating RCM. It has several drawbacks and almost no benefits. Looking back at when I first learned to facilitate RCM I remember having to use this strategy. The one positive thing I remember is it forced me to learn how to write clear and fast on the flipchart because anything you missed was lost.

Benefits

- **You can do an RCM analysis this way**

Drawbacks

- **The slowest way to facilitate an analysis**
- **The least accurate as information has to be taken from flipcharts and entered into a database**
- **Schedule only allows for minimal RCM goals (1-3 analyses per year)**
- **People will dread being selected to an RCM team if your using this process**
- **Most places who use this strategy stop using RCM**

To learn more about RCM Blitz™ contact

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