

2018 BRINGING ADMINISTRATORS TOGETHER CONFERENCE

Business Process Improvement (BPI) Shared Services – BPI Projects Panel Discussion

April 5, 2018

UIC UNIVERSITY OF ILLINOIS
AT CHICAGO

UIC

Lincoln Hall

707 South Morgan Street

Conference Sponsors: The Office of the Chancellor, Budget & Financial Administration / Human Resources, the Office of the Provost and Vice Chancellor for Academic Affairs, the Office of the Vice Chancellor for Research, and the Office of Business and Financial Services

Please ...

- Turn off cell phones.
- Avoid side conversations.
- Sign the attendance roster.
- Complete the evaluation at the end of the workshop.

Workshop Presenter(s)

- Name: Amy Glenn
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- Name: Rona L. Mizrachi Dealy
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Who is the Business Process Improvement Shared Service?

“We provide support to University initiatives seeking to increase the *efficiency* and *effectiveness* of University operations...”

- ✓ Free Up Staff Time
- ✓ Improve Customer Service
- ✓ Reduce Total Cost
- ✓ Deliver Services Faster

Project Engagements

Methodology & Tools

Training & Programs

processimprovement@uillinois.edu

<http://go.uillinois.edu/bpi>

INTRODUCTIONS

Project: College of Dentistry

“Point-of-Service Management Process Improvement”

- Paulina Janczuk, Director Financial Affairs, Key Core Team Member
- Elizabeth Ziemba, Healthcare Admin 2, Key Core Team Member

Project Goal:

Reduce insurance and patient accounts receivable by increasing its accuracy of claim submissions and increasing collections from patients and insurance companies, thereby reducing its allowance for bad debt. Also, reduce negligent write-offs on accounts receivables by improving daily operations leading to increased revenue.

Proposed Benefits:

- ✓ Positive downward trend in Patient A/R
- ✓ Average Collected Patient Balances increasing
- ✓ Improved Oversight/Clarity for greater returns & “clawbacks”
- ✓ Revenue cycle time reduced by 19 days

Project: School of Public Health

“New Hire Procedures Process Improvement”

- Jaclyn Finch, Associate Dean, Sponsor

Project Goal:

Achieve accurate and on-time first paycheck and Faculty can hire requested resources in a timely manner for productivity and successful grant management.

Proposed Benefits (for 3 Phases):

Hours Saved: 2,866
\$ Benefit: \$ 114,906
% Improvement: 48%

Project: University Library Admin

“Business Efficiency Strategic Transition (B.E.S.T.) Procurement Process Improvement”

- Linda Naru, Assistant Dean & Assistant University Librarian, Sponsor
 - Rodney Chambers, Business Administrative Associate, Sponsor

Project Goal:

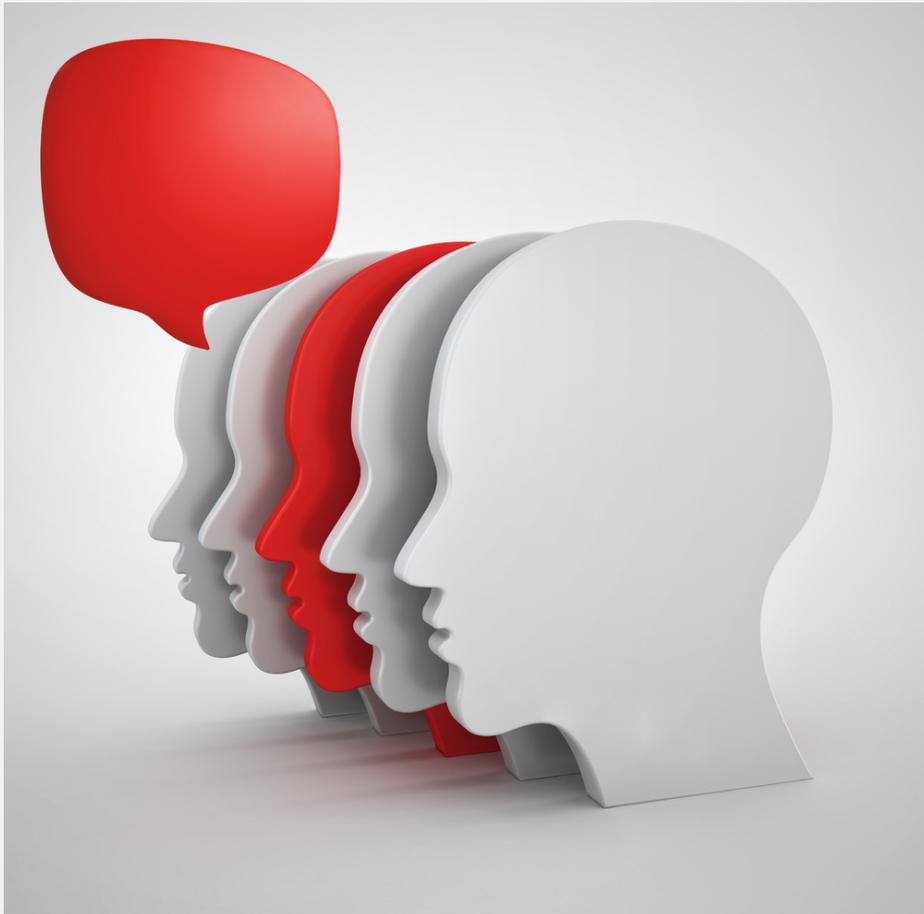
Centralize requisitions and purchase orders, establish full approval oversight by the Business Office, remove inconsistencies, errors and ensure complete information provided, remove duplication of duties and lack of specialization, and ensure cost breaks are being captured regularly via increased due diligence and coordination.

Proposed Benefits:

Hours Saved: 3,189
\$ Benefit: \$ 109,478
% Improvement: 53%

PANEL DISCUSSION

Panel Discussion



**What
Questions Do
You Have?**

Contact Us

processimprovement@uillinois.edu

BPI Website:

<https://www.uillinois.edu/cio/services/bpi/>

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Questions / Concerns?