

# PERSONALIZED, IMPACTFUL SOLUTIONS.

- HEALTHCARE REVENUE CYCLE
- ORGANIZATIONAL CULTURE



**About Upwards:** Having seen how challenging post-pandemic recovery has been for hospital revenue cycles, Dr. Tabitha Hapeman decided to use her expertise and experience to develop personalized solutions for hospitals and healthcare systems. She and her team of subject matter experts will design a road map to help you grow your revenue and achieve your growth goals.

Healthcare organizations today face unprecedented challenges—from managing diverse cultures within their workforce to optimizing revenue cycles and developing effective leadership. These challenges can hinder growth, reduce efficiency, and impact patient care. At Upwards Institute, we offer a comprehensive suite of services designed to address these challenges.

**Unique Value Proposition:** What sets Upwards Institute apart is our commitment to personalized service. We understand that every organization is unique, and we work closely with our clients to tailor our solutions to their specific needs. Our approach ensures that our strategies are not only effective but also aligned with your organizational goals.

## Hospital Revenue Cycle Solutions

Services to fit your needs

### ASSESSMENT

A comprehensive assessment of your UR, Appeals, Prio-Auth and Physician Advisor processes and teams.

- ✓ Personalized assessment
- ✓ Gap analysis
- ✓ Ranked areas of opportunity

### ASSESSMENT AND PLAN

A comprehensive assessment and roadmap to success with suggested strategic interventions.

- ✓ Personalized assessment
- ✓ Gap analysis
- ✓ Ranked areas of opportunity with associated action plans
- ✓ Change management solutions and interventions

### ASSESSMENT, PLAN, AND IMPLEMENTATION

Intervention and implementation support for 12 months.

- ✓ Assessment and plan
- ✓ Dedicated coaching sessions
- ✓ Onsite change management support
- ✓ Ongoing education need assessment



[www.UpwardsInstitute.Com](http://www.UpwardsInstitute.Com)  
[Connect@UpwardsInstitute.com](mailto:Connect@UpwardsInstitute.com)



### Executive Coaching

One on one coaching with Dr. Tabitha Hapeman, an experienced leader and psychiatric provider.

### Cultural Consulting

Personalized leadership development and organizational culture change plans to build your business and drive engagement.



### Revenue Cycle Solutions

Expert solutions in prior-authorizations, utilization review, appeals, denials, coding, CDI, and physician advisor services

### Our Process:

- Assessment:** All of our solutions begin with an in-depth assessment of your processes and teams.
- Analysis:** We synthesize the data, including interviews, key performance indicators, and metrics.
- Planning:** We will work with you to create a personalized plan to help you achieve your organization's goals.

## Corporate Culture Consulting

<p><b>1 Day Leadership Workshop</b></p> <p>This intensive one-day session will inspire leaders and provide practical tools to improve their everyday leadership skills.</p>	<p><b>3 Day Intensive Training</b></p> <p>An in-depth 3-day leadership boot camp to build skills and gain a deeper understanding of how to build and lead successful teams.</p>	<p><b>Corporate culture Assessment</b></p> <p>A personalized in-depth assessment of your organization's culture.</p>
<p><b>Culture Assessment and Action Plan</b></p> <p>We work with you to create a personalized change plan to meet your cultural goals.</p>	<p><b>Ongoing Culture Support</b></p> <p>Annual retainers are available for continual support of cultural change.</p>	<p><b>Executive Coaching</b></p> <p>One on one coaching to meet your personal and professional goals.</p>

**Call to Action:** We are currently seeking partnerships with forward-thinking healthcare organizations that are ready to invest in their future success. If you're looking for a consulting partner who understands your unique needs and is committed to delivering personalized, impactful solutions, we'd love to connect with you.

