



BRADLEY University

Center for
Professional Excellence

Revenue Cycle Management Certificate Program

Delivery Schedule

Classes are held in the Business & Engineering Convergence Center at Bradley University one day a week, from 8a to 4p, over 7 weeks. In-person and live-online attendance options are available. Program completion qualifies for 30 hours of group-live credit toward HFMA certification maintenance.

October 5: Module I: The Bottom Line: Patient-Centric Revenue Cycle Management

Revenue Cycle Management: Organizational Interface and Impact
Patient Encounters: Patient Access and the Customer Experience

October 12: Module II: The Big Picture: Understanding the Functional Areas

Understanding the Functional Areas: Roles, Responsibilities and Interfaces
Understanding the Contracting Process: Finding the Return on Investment

October 19: Module III: Cross-Functional Collaboration: Opportunities & Efficiencies

Cross-Functional Collaboration: Identifying Opportunities
Productive Interactions: Leveraging the Influence Style Indicator

October 26: Organizational Impact Project Work – Gap Week/No Class Meeting

November 2: Module IV: AI, Analytics, and Automation & Telling the Strategic Story

Telling the Strategic Story
Artificial Intelligence, Analytics, and Automation

November 9: Module V: Driving Organizational Results

Critical Thinking and Problem Solving
Professional Networks and Organizational Results

November 17: Module VI: Organizational Impact Project Presentations & Certification Luncheon

Organizational Impact Project Presentations: 9:30a – 12:00p: Sponsors Welcome!
Certification Luncheon: 12:00 – 1:30p: Sponsors Welcome!