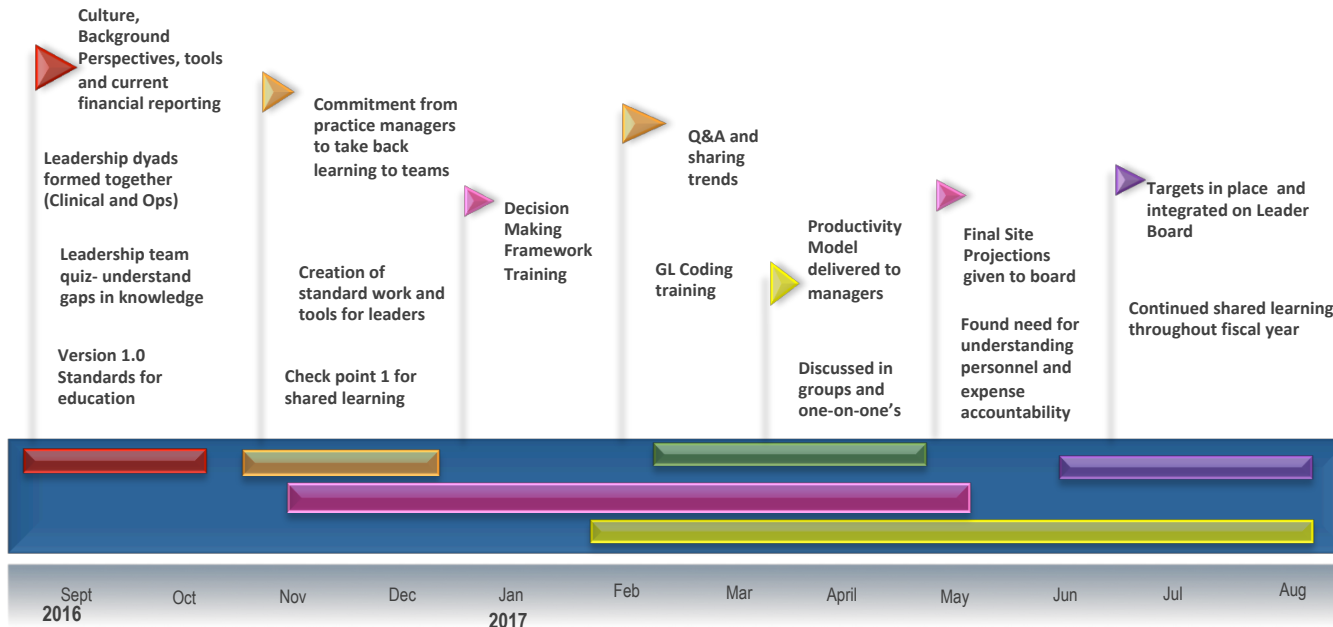


Timeline for Team Based Financials Year 0-1



Develop & Initiate Education: Evaluated all managers level of understanding key terms

Provider Standard Work Development: all required elements of how to process the revenue and expense detail and coding appropriately

Development of a new culture: monitoring of work ques, timely staff communication, standards

Fiscal Year Planning: Ensure standard has been well shared and understood by managers, calendars developed and new tool is developed to capture productivity models for new year to start

Establish KPM's & reporting Mechanisms: Systems for on-going monitoring

Relationship & Knowledge Building: Clerks connect directly with specialty offices, insurance agencies, and other appropriate community partners to build relationships and knowledge.