

Q100=Quality Assurance

QUALITY 100% OF THE TIME



SERVING A NATIONAL CLIENT BASE
WITH RCM PROFESSIONAL SERVICES

INTERIM LEADERSHIP SOLUTIONS

- Interim Management Services at all levels.
- All engagements professionally managed.

CONSULTING

- Results oriented, seasoned leaders
- No scope too large or too small

SEARCH

- Collaborative approach
- Guaranteed placement

PROJECT STAFFING

- Backlog resolution (coding, billing, collections)
- Immediate availability



OUR COMMITMENT TO QUALITY

Quality has been defined as “superiority of kind”. It is what favorably distinguishes us among competitors and colleagues. We believe Quality can be measured in terms

of degrees of excellence and as an employee owned company, we are committed to delivering, sustaining and expanding quality at every level. The Q100 program is the tool we use to ensure quality 100% of the time with our Revenue Cycle Management (RCM) Financial Professional Services.

OBJECTIVE

Quality is not only recognizable, it is also measurable. The objective of Q100 is to provide ongoing quality definition and measurement in a format that enables us to confirm that we are meeting customer performance standards including RCM and financial KPIs.

CUSTOMIZED SERVICES

Quality is defined through collaboration with our clients. While certain aspects of quality are constant, others are client specific. Consequently, a customized set of quality metrics is established upon commencement of each engagement that blends constant metrics with client specific ones. These are documented in measurable terms and performance is managed accordingly to ensure that these standards are met or exceeded.

360° RCM
Leadership Solutions
From the Front Office
to the Back Office

*Expertise &
Human Capital*

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Summary of How Q100 Works



- Designation of a Partner in Charge (PIC) is made in advance of each engagement. Your PIC is always a Principal with the Firm, who has extensive, successful background working in provider organizations.
- The PIC responsible for managing each engagement initiates client contact no later than the first week of commencement, usually sooner. The purpose of this communication is to ascertain clear understanding of client business demands and clarify the management role. Ongoing client contact continues as needed.
- The PIC shall establish and maintain quality metrics for each engagement. Performance shall be measured periodically against these standards. It is understood that measurement criteria will vary based on scope and that measurement frequency and methodology will also vary accordingly.

Our commitment to quality and our capacity to deliver quality is enabled by our HIRING PRACTICES:

**WE DO NOT HIRE PEOPLE BECAUSE THEY CAN DO THE JOB...
WE HIRE THEM BECAUSE THEY ARE GREAT AT IT.**



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Nearterm Corporation

15915 Katy Freeway
Suite 205
Houston, TX 77094

Main (281) 646-1330
Toll Free (888) 646-1330
Fax (888) 646-1331

info@nearterm.com
www.Nearterm.com

