2017 Annual Nursing and Residential Care Update

Presented By
BerryDunn's Senior Living Practice

January 11, 2017

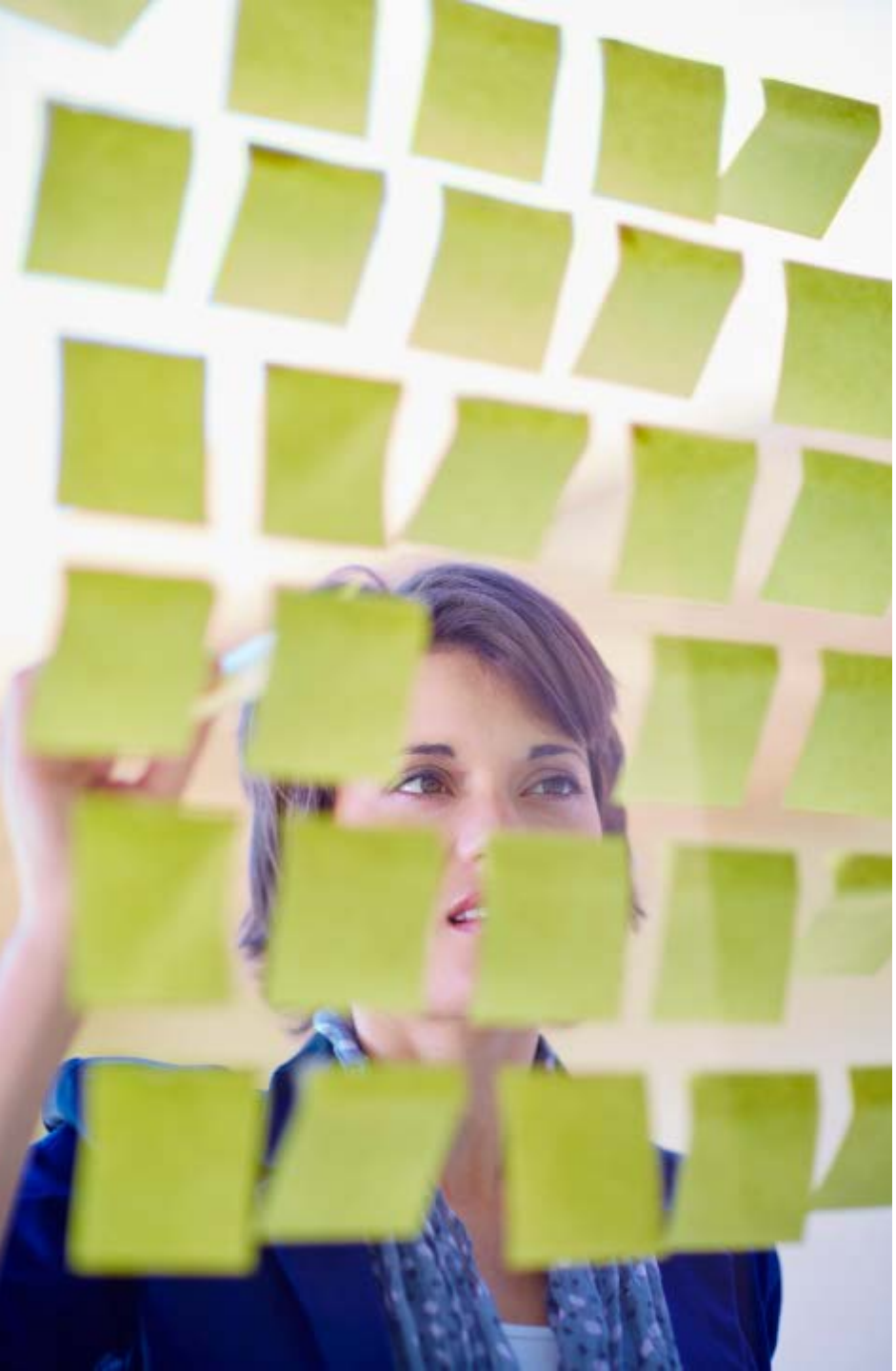
BerryDunn

Agenda

- Federal Update – Inside the Beltway
  Clif Porter, Senior Vice President of Government Affairs for AHCA
- New Technology, Old Processes, Inconsistent Results – Sound Familiar?
  Tina Bode and Dan Vogt
- Valuation and Transition – Maximize Your Value
  Art Marshall
- State Update – The Way Life Should Be?
  Tammy Brunetti and Kevin Ware
- BerryDunn's Databases – The Heartbeat of the Industry
  Kevin Ware

Objectives

- Provide insight into process improvement and achieve intended results while avoiding common pitfalls
- Gain an understanding of the drivers that influence your organization's valuation
- Discuss State initiatives and regulations impacting providers today and in the future
- Review key operational indicators, cost data and trends to gain an understanding of the health of the industry



New Technology,
Old Processes,
Inconsistent Results –
Sound Familiar?

Agenda

- Introductions
- About Process Improvement
- Examples of Process Improvement
- Opportunities and Techniques

24 Months Ago

23 Months Ago

6

Past 2 Years

7

Regulatory and Industry Requirements

8

Little Time to Examine Processes

9

Background on Process Improvement

LOTS OF METHODOLOGIES

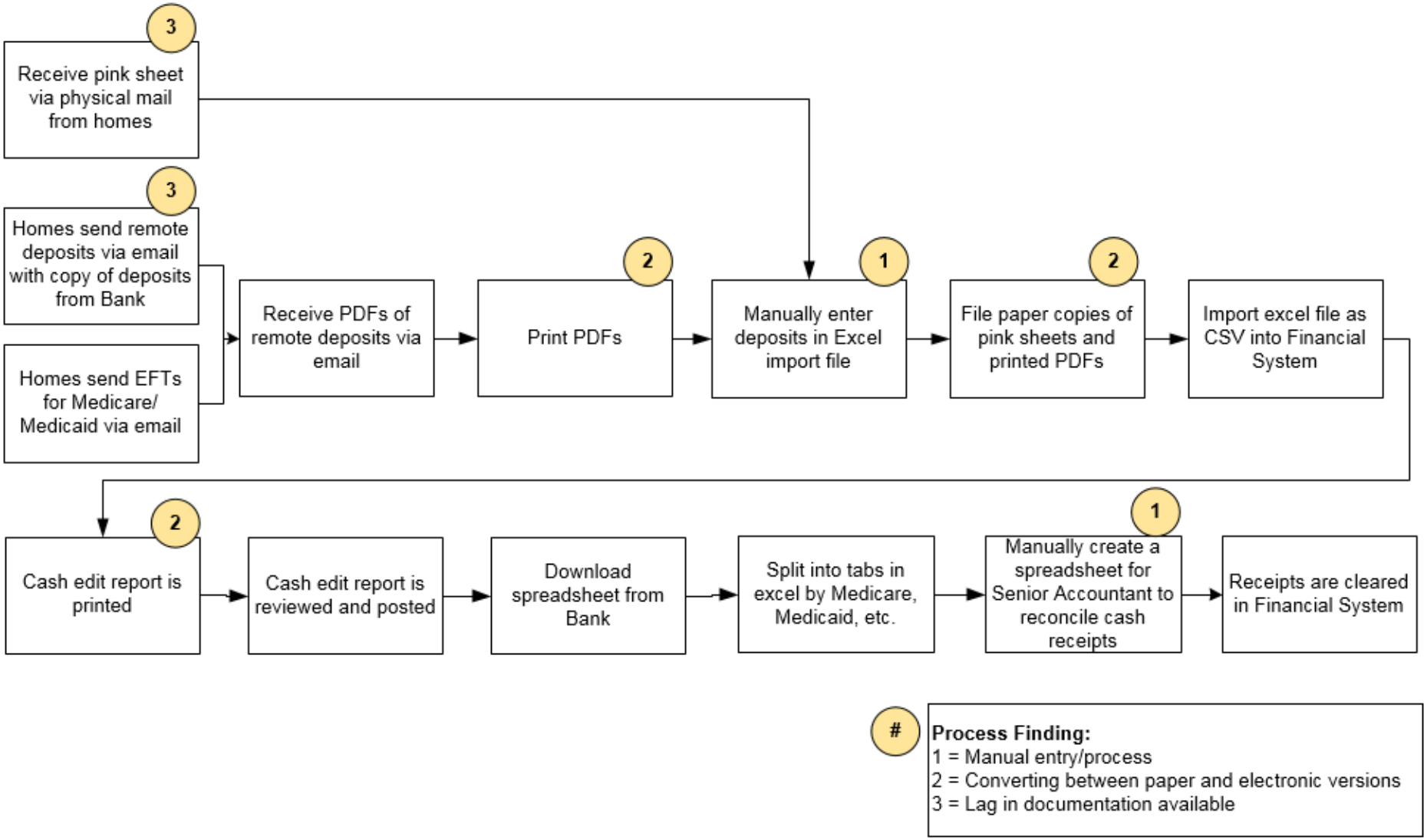
- Lean
- Six Sigma
- Lean Six Sigma
- Total Quality Management

Eliminate Waste

- Over-production
- Correction (defects)
- Inventory
- Motion
- Over-processing
- Conveyance
- Waiting

Reduce Variation / Error

Workflow Example: Cash Receipts



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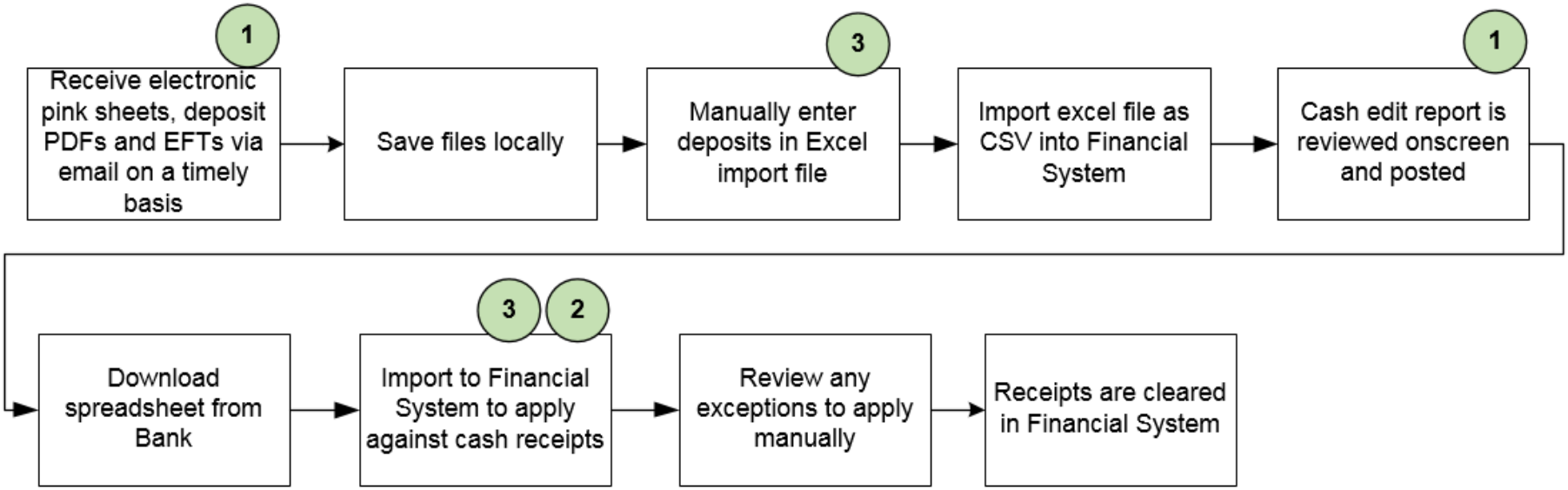
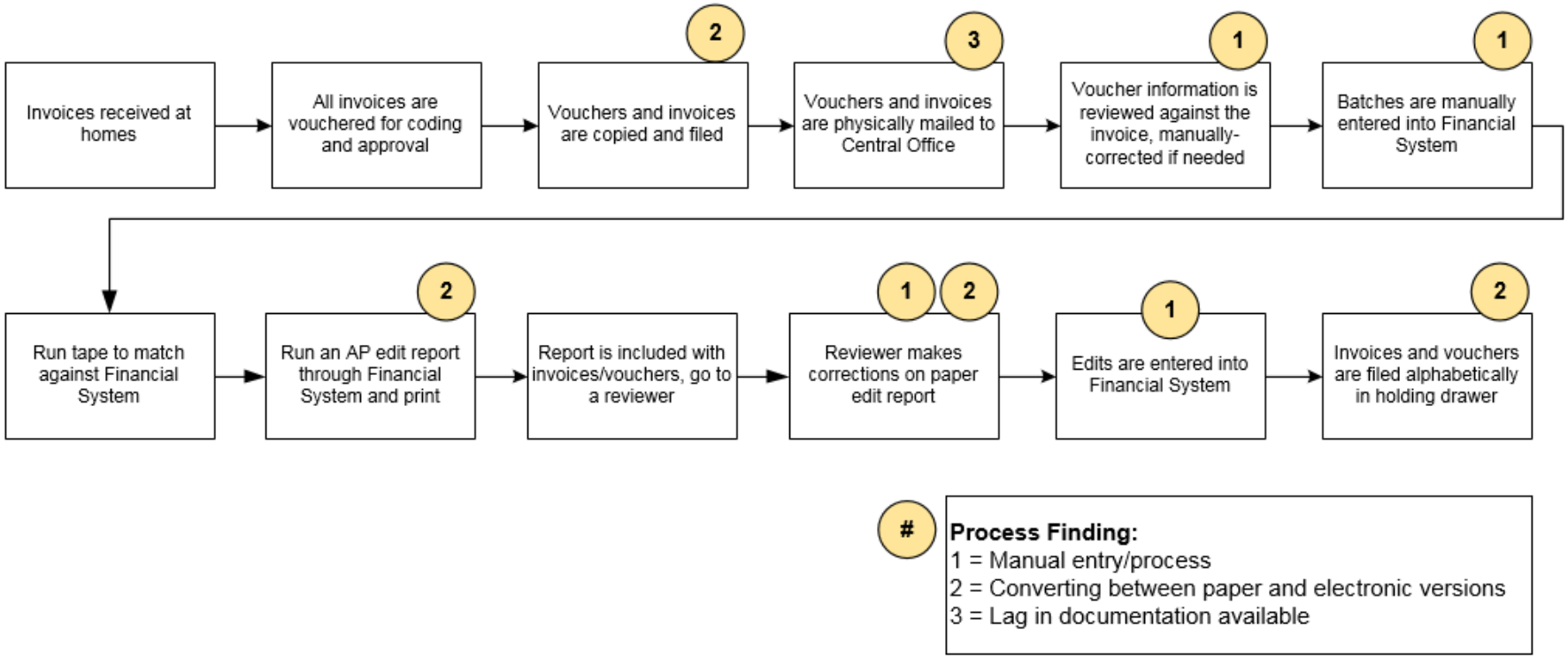


#	**Principles:** 1 = Eliminate paper as early as possible 2 = Increased system functionality 3 = Electronic interfaces

Workflow Example: Accounts Payable



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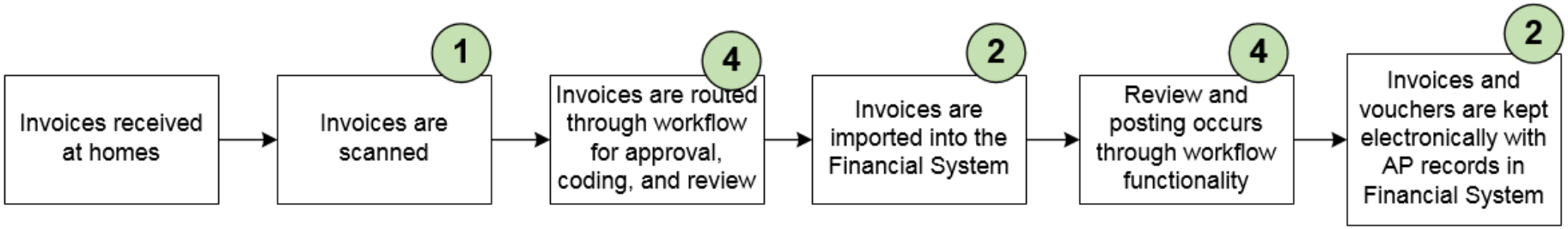
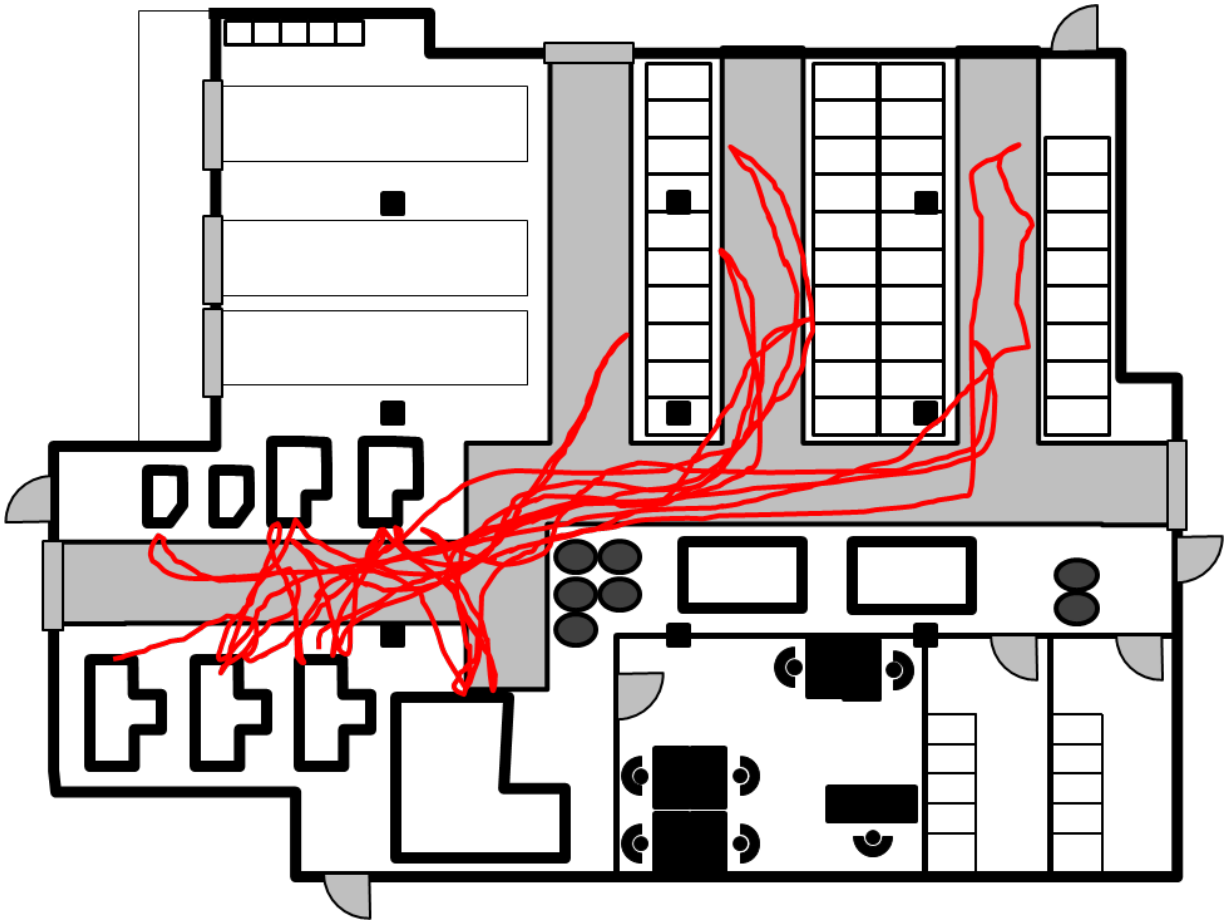


#	**Principles:**
	1 = Eliminate paper early
	2 = Increased system functionality
	3 = Electronic interface
	4 = Workflow tools

Principles of Process Improvement

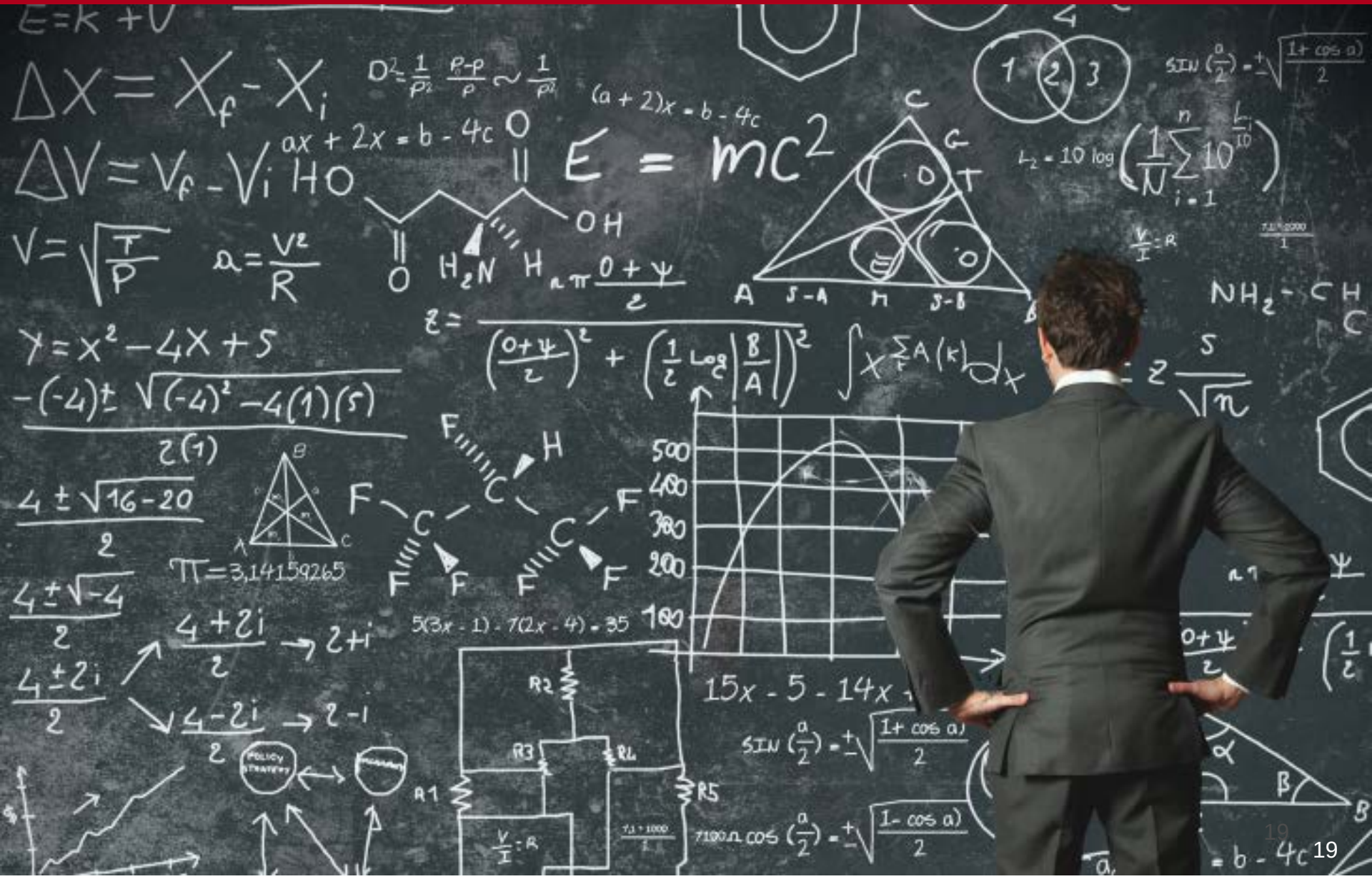
- Eliminate paper early
- Capture data once electronically
- Electronic interface
- Direct lookup
- Increased system functionality
- Workflow tools
- Standardize communication

Another Example - Spaghetti Diagram



http://www.allaboutlean.com/manufacturing-system-diagrams/spaghetti-diagram/

Another Example – Over Engineering



Potential Areas of Improvement

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Admissions, Discharges, and Transfers

- Decrease the time/duration to flip a bed, room, or apartment
- Increase speed of making an admission decision
- Support census management

Billing and Collections

- Reduce denials
- Improve collections and aging
- Increase revenue
- Decrease time to resolve issues

Staff Scheduling and Payroll

- Decrease time spent managing the schedule
- Reduce overtime and/or agency staff
- Fewer scheduling conflicts

Accounts Payable

- Fewer last minute vendor payments or overdue invoices
- Increase in term discounts
- Lower level of grief managing the process

Purchasing, Ordering, and Inventory

- Operate with a smaller inventory
- Reduce rush ordering for inventory shortages
- Purchase in more optimal patterns

Clinical Charting

- Fewer bottlenecks in charting
- Higher accuracy of information that is charted at the point and time of care
- Less wasted movement of carts, computers, or people
- Lower the potential for error

Questions?