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CAH Financials and Operational Assessments  
August 14, 2014

# Why Do We Need Assessments?:

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- To increase patient satisfaction
- To advance patient care
- To match services to community needs
- To improve financial performance
- To benchmark staffing
- To compare to others
- To plan for medical staff
- To drive culture change



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# When Do You Do The Assessments?:

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- When you want to increase patient satisfaction
- When you want to advance patient care
- When you want to match services to community needs
- When you want to improve financial performance
- When you want to right size staffing
- When you want to compare to others
- When you want to plan for medical staff
- When you want to drive culture change
- Always and in All Ways



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# Increase Patient Satisfaction:

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- The only way to know what the patient is thinking is to ask them.
- Use a tool such as a patient satisfaction survey and be transparent with the results.



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# Advance Patient Care:

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- Participate in HCAHPS
- Participate in a Patient Safety Survey
- ACO



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# Match Services To Community Needs:

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- Work with local and county resources
- Complete a community needs assessment
- Create focus groups using members of your community



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# Improve Financial Performance:

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- Cost Report Review and Strategy
- Revenue Cycle Management
- Financial Indicators
  1. Days in Accounts Receivable
  2. Days Cash on Hand
  3. Total Margin
  4. Operating Margin
  5. Debt-Service Coverage Ratio
  6. Salaries to Net Patient Revenue
  7. Payor Mix Percentage
  8. Average Age of Plant
- Lean Training
- Educate Department Leaders
- Educate Board of Trustees



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# Benchmark Staffing:

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- Look at FTEs
- Monitor Overtime
- Don't forget about Purchased Services



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# Compare To Others:

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- Staffing Benchmark Data
- Financial Performance Indicators
- Patient Satisfaction Scores
- Quality Data



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# Plan for Medical Staff:

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- Create Medical Executive Team
- Engage Medical Staff in Strategic Planning
- Recruit People You Know



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# Drive Culture Change:

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- Train Leaders and Staff in Service Excellence
- Have Staff Complete An Engagement Survey
- Continually Look For Your Next Hire



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# Looking Ahead:

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- There is a shift to value over volume
- Shift to population health
- Hospitals will see quality incentives and penalties
- Reduction in current payment system
- Possible elimination of the CAH status



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