



Welcome!

Please locate the **questions portion** of the webinar panel. This is the place for you to ask questions, comment, and engage!

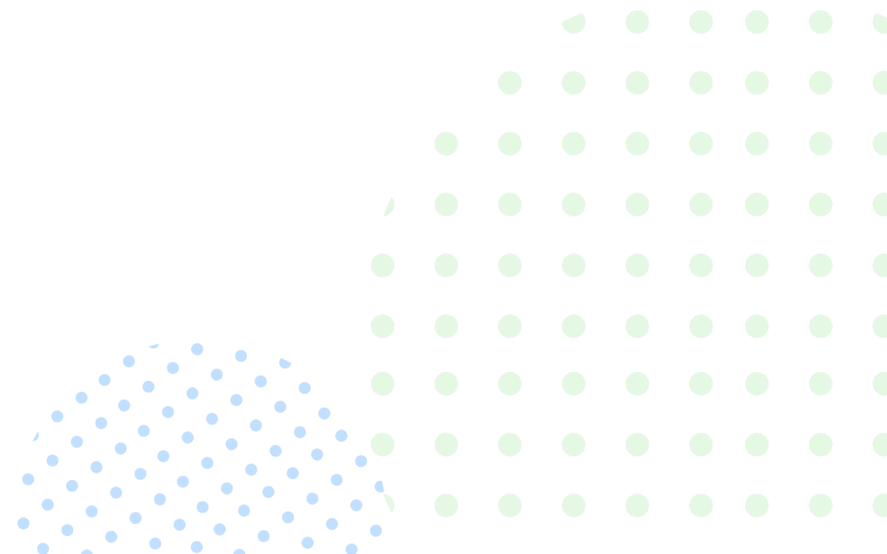
A **smarter** healthcare makes a **safer** healthcare.

We monitor your healthcare populations to identify compliance and credential issues before they impact patients.

Do More with Less

Responding to Workforce Reduction

June 24, 2020





Say **hello** to today's presenters.



Tim Ridgway
Provider Segment Leader
ProviderTrust



Donna Thiel
Chief Compliance Officer
ProviderTrust

Today's Agenda:

1. Workforce Reduction
2. Operations and Constraints
3. Learning and Retraining
4. Process Control and Risk Management



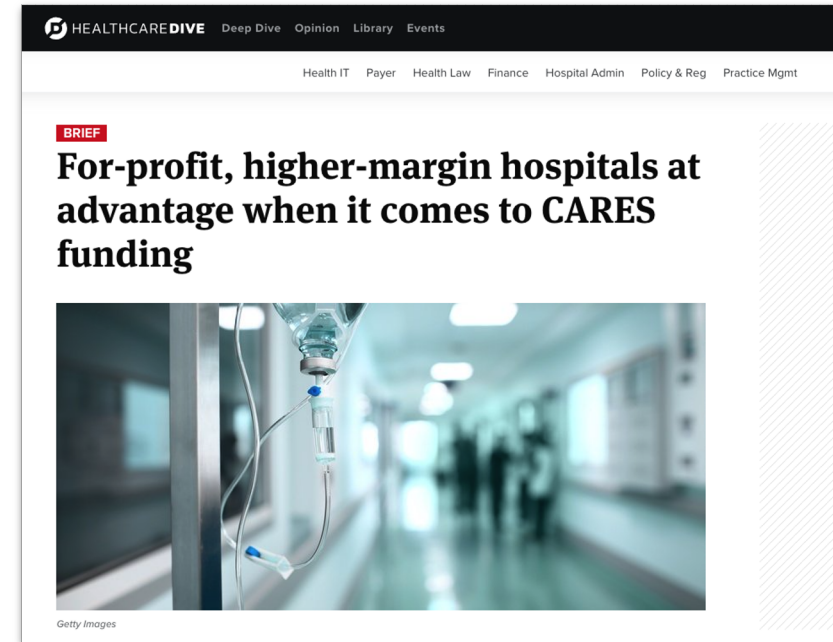
Workforce Reduction



Financial Challenges

Staffing Challenges Include:

- Loss in revenue
- Increased administrative cost
- Benefit program adjustments
- Contract negotiations
- Budget cuts
- Reduced hours
- Furloughs
- Layoffs

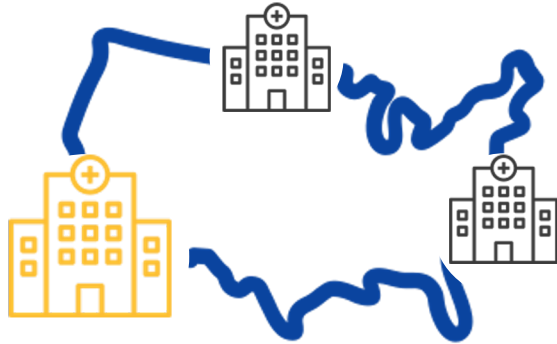


A [Kaiser Family Foundation report](#) found that CARES funding tends to favor for profit, higher margin hospitals with a higher mix of private payer revenue compared to those that rely on government payers such as Medicare and Medicaid.



Tracking Reports and Resources

Hospital Workforce Tracker



Follow the latest updates with health systems across the country and identify trends.

[Visit the Workforce Tracker](#)



A recent [Kaufman Hall Report](#) included April data from more than 800 U.S. hospitals.

The report found that average operating margins were at -29%.



Polling Question

What represents the biggest change you've seen
in your workforce since March?



Identify Workforce Goals

Yesterday

- Identify non-negotiables and emergency protocol
- Communicate workforce expectations and responsibilities under new circumstances

Today

- Weather the storm and manage workforce roadblocks and conflict
- Start planning for new processes/protocols once more patients feel comfortable with care

Tomorrow

- Come out of the pandemic even stronger
- Learn from team efficiencies and workflows



Operations and Constraints

Financial Uncertainty



“ Health systems and medical groups are operating under a cloud of financial uncertainty that threatens their ability to continue to deliver the best care to their communities.

We continue to urge Congress to provide additional funding to stabilize the front lines of the COVID-19 crisis.”

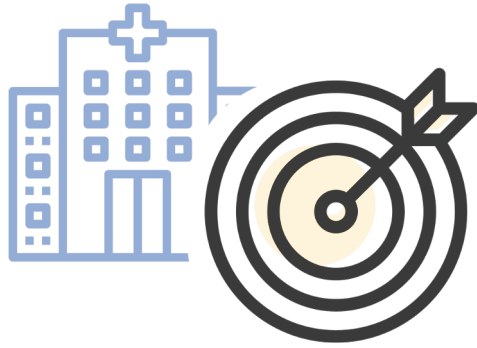
- Jerry Penso, CEO American Medical Group Association

The screenshot shows the AMGA website header with navigation links like 'AMGA Store', 'Contact Us', 'Member Login', and 'Join'. The main content area features a news article with the title 'Medical Groups and Integrated Health Systems Still Experiencing Significant Revenue Losses; Many Providers Forecast at Least a Year Until Revenues Return to Pre-COVID Levels' dated June 16, 2020. The article text mentions that nearly 90% of medical groups and integrated health systems report revenue declines, and a media contact for Sharon Grace is provided.

View the [AMCGA letter to Congress](#) with recent medical group studies and stats.

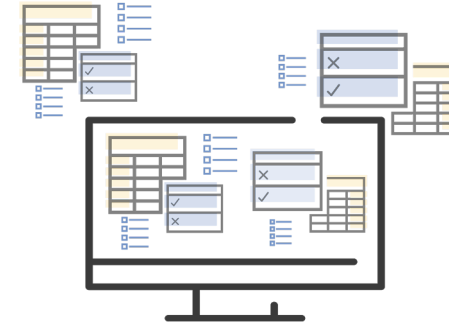


New Costs Associated with COVID-19



Patient Care and Delivery

- Increased costs and procurement of PPE
- Expanded telehealth services require infrastructure costs



Administrative and Technical

- Budget cuts
- Work from home setup
- New software and applications
- IT development and support
- Changing processes



Addressing Each COVID-19 Wave

How are leaders partnering to understand regulations and safety concerns and transitioning operations as your health system navigates the increases and decreases in patient volumes and the ever-changing waivers and emergency declarations?

1. Have you navigated **burnout, stress, physical strain on staff**? Is it time for another *check-in*?
2. Do you have a **coordinated plan** for more elective services and normal operations to return?
3. Do you have the **tools and partnerships** to make each phase a steady transition?
4. Is your **communication working**? Do staff members know what is happening today and what to expect tomorrow?
5. How are you **managing ongoing compliance** monitoring to eliminate fraud, waste, and abuse?



Polling Question

What are your biggest concerns right now with operational constraints?

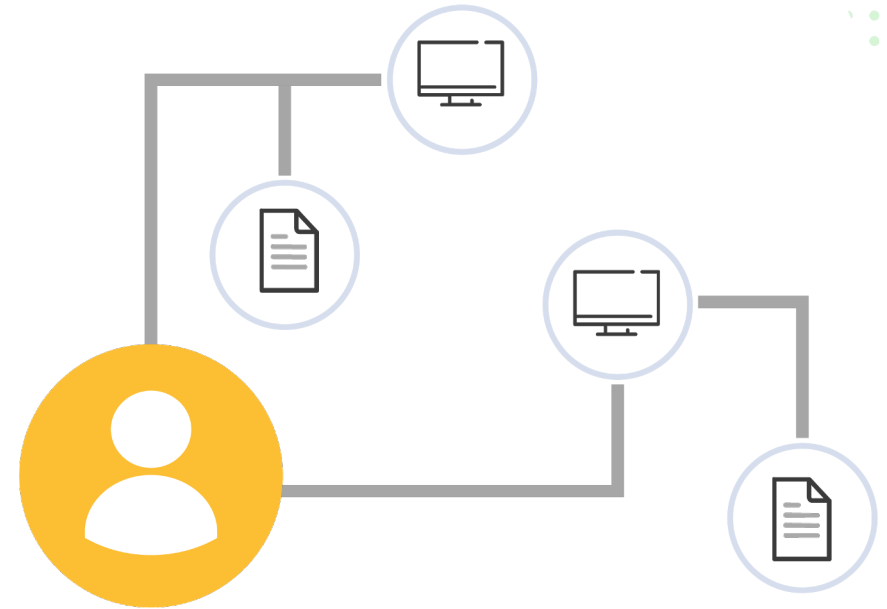
Learning and Retraining





Are there **knowledge gaps** right now?

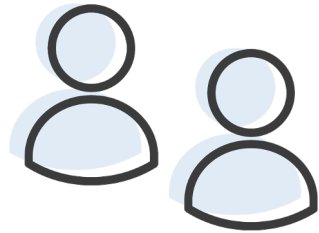
1. Have some of your team members taken on **new responsibilities**?
2. How are you covering each workflow and ensuring **compliance standards are met**?
3. Is there a need to **train or retrain** your workforce depending on new responsibilities and/or limited team capacity during the health emergency?
4. Are there shared resources, new applications, or training sessions you are currently offering to **optimize workflows**?





Workforce Collaboration

Working together to respond to COVID-19 in **high volume** health systems



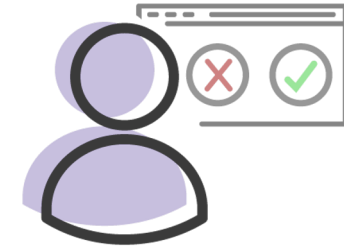
Human Resources

- Recruitment
- Coordination of Non-employed Practitioners
- Credential Verification
 - License
 - Exclusions
 - Registry Checks
- Onboarding
- Health screening



Clinical

- We need Staff
- We need PPE
- Train my *new/interim* staff
- What are the “rules” for testing my staff each day?
- Keep me apprised of the changing regulatory requirements



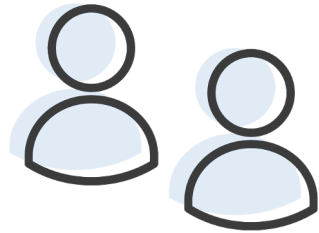
Compliance

- Regulatory Updates
- Policy/Procedure “Updates”
- Hotline Management
- Fed/State Reporting
- Ethical Decision Support



Workforce Collaboration

Working together to respond to COVID-19 in **low impact health systems**



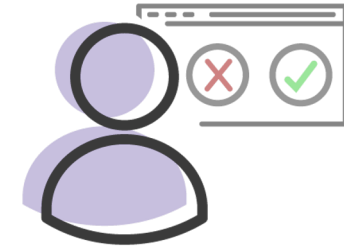
Human Resources

- Employment Decision Support
- Employee Communication
- Management of employee Complaints
- Health screening
 - Monitoring Staffing Minimums



Clinical

- We don't have any patients
- How do I modify my schedules?
- Do I have to lay-off employees?
- Can my staff help other providers?



Compliance

- Regulatory Updates
- Policy/Procedure “Updates”
- Hotline Management
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- Ethical Decision Support

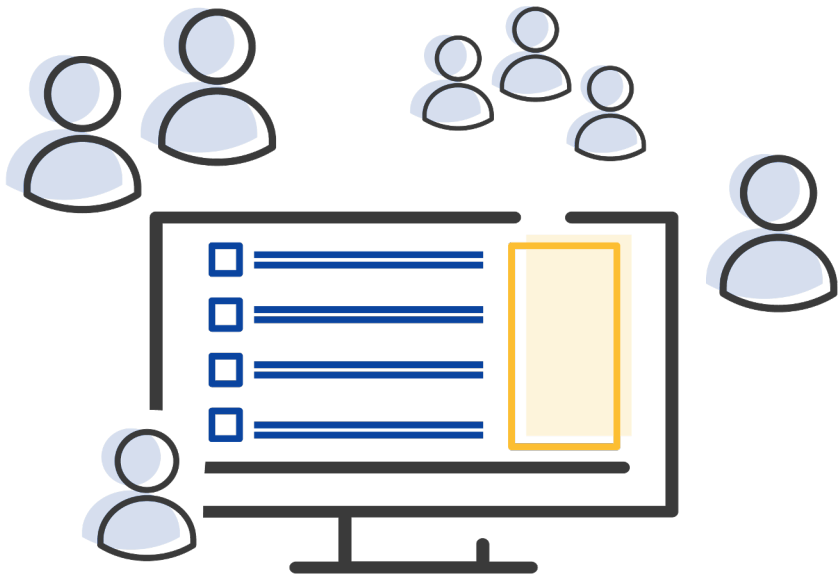


Polling Question

What tools or applications are you using to help increase communication and efficiency right now?

Process Control and Risk Management

Plan for Continuous Change - **The New Normal**

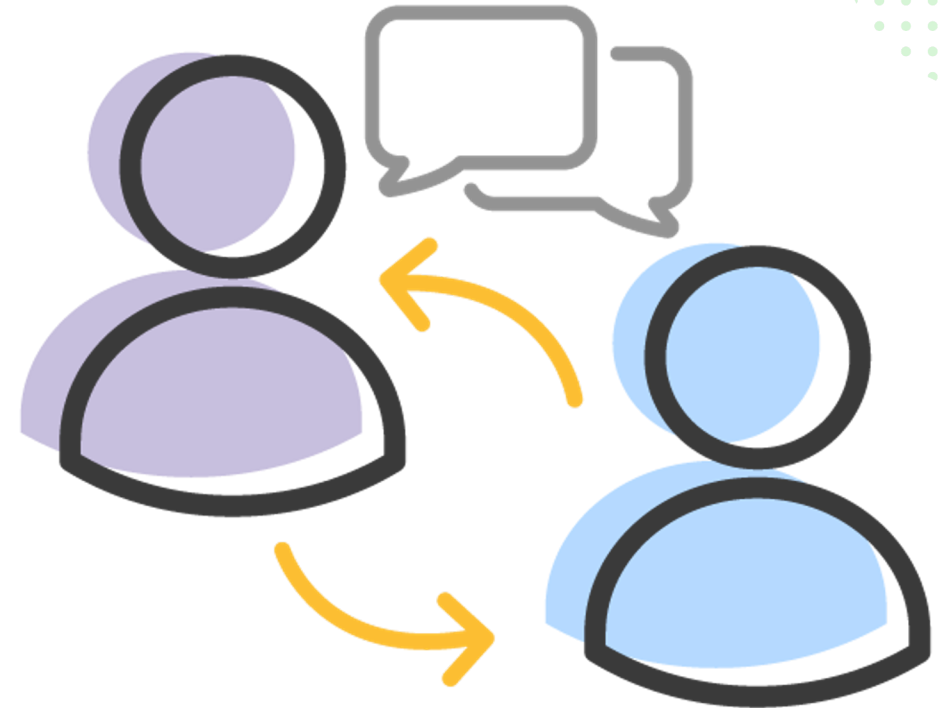


1. **Document the changes** in processes that have happened in the last 3 months
2. Identify which of these new processes will **never return** to *normal* or the way they were
3. Update your **policies** accordingly
4. Update your **educational** materials
5. **Prepare** for the next set of changes
6. Remember, collaboration and communication are **key to managing change**



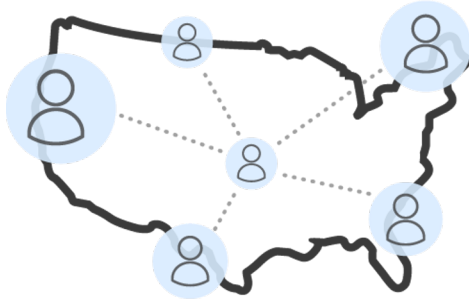
Managing Risk with a Limited Workforce

1. What tools are you using to **collaborate** and **optimize** communication in a remote setting?
2. Are there **gaps in your communication**, security, or employee expectations for staying compliant and covering essential business functions?
3. Are you automating some manual tasks or workflows?





Comprehensive Provider Monitoring



Sanctions



Licenses



Exclusions



Monitor State Licensing Boards across all 50 States and all healthcare disciplines for any administrative actions.

Verify licenses and credentials are active, valid, and up-to-date for every job function within your health system.

Monitor all providers across all Federal (2) and State Medicaid (43) Exclusion Lists.



Be Safe and Be Well!



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Let's talk!

615-938-7878

Interested in a demo? Click [here!](#)