

# Operations Management Expectations

Facility:

- Make sure census is being managed and tracked in and out of facility
- Ensure the Planner is being used for all patients on caseload
- Ensure scheduling feature is being used consistently

## Medicare A:

**Expectation:** 80% of RUG levels should be in the Very High or Ultra High level.

**Monitoring:** Reports; Billing, Part A Therapy Days Analysis by Loc. The percentages of Ultra and Very High should be at 80% or above.

**Expectation:** Keep ARD overages as low as possible

**Monitoring:** Resident Reports, Facility ARD Report. View each ARD set and the number of therapy minutes obtained and analyze for overage.

**Interventions:** Identify how planner is being used and identify issues. Overages should be within 3%.

**Expectation:** LOS is 40 days or greater as an average.

**Monitoring:** Reports, Case Load Management, Med A Length of Stay. View average at bottom of report.

## Medicare B:

**Expectation:** Monthly Medicare B units should be at or above budget. We include Med B and HMO B in this category.

**Monitoring:** Reports; Billing; CPT Utilization. The report breaks down the number of units by payer type. Please review Medicare B and Med B HMO and track the total number of units between the two categories. We are focused on the total units, but please use the breakdown by discipline to help management decisions.

**Interventions:** ACE Program, Screenings, MDS quarterly or annual assessments, focused screens as needed.

**Expectation:** Avoid missed opportunity for Med B units.

**Monitoring:** View alerts for Part B missing units and address.

## Productivity:

**Expectation:** Department must be at or above 85%. Therapists at or above 85%. Assistants at or above 90%. Rehab Directors at or above 65%, whatever is needed for the site to make productivity.

**Monitoring:** Reports; Labor; Facility Productivity

**Interventions:** Denying PRN assistance from others. Calculating time in facility based upon scheduled treatment minutes. Email accountability to RD and Regional when not in compliance. Group monitoring.

