

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.

