



Solutions for Accelerating Post COVID-19 Recovery

The emergence of COVID-19 has introduced a new set of challenges to healthcare organizations. Emerging from this crisis in the strongest position possible and returning to more normalized operations quickly will require a deliberate recovery strategy.

FOUR KEY FOCUS AREAS FOR ACCELERATED RECOVERY

Revenue Enhancement

- How can we quickly, effectively, and safely prioritize postponed procedures to accelerate revenue recapture?
- What other sources of revenue can and should we be tapping into as we begin to execute on our postponed procedure roadmap?
- Were any revenue opportunities missed due to coding that could be recaptured now?

Operations and Workforce Flexibility

How does our Go-Forward Strategy:

- Enable operational flexibility to manage future uncertainty?
- Allow us to predict when and how to quickly pivot and adjust our workforce strategy?



Cost Containment

How do we meet the demands of the new normal while managing costs by:

- Staffing to the appropriate levels given changes and uncertainty?
- Bringing back furloughed resources in the right units/locations and in the right sequences?
- Updating staffing models to meet productivity standards?

Talent Acquisition & Retention

How do we plan for and manage:

- How to scale up our workforce to meet the needs of our community?
- COVID-19's impact on retention?
- Our talent needs moving forward?

THE TWO-PHASED APPROACH

By tailoring an approach specifically for your organization, we can help you achieve near-term revenue capture, margin recovery, and cost containment through the alignment of workforce needs to various patient volume scenarios. While working on short-range goals, we will help you develop strategic initiatives to benefit the long term, such as physician/clinician engagement and retention strategies, workforce capacity planning, and improved enterprise transparency to allow for more flexible use of staffing resources.

MENU OF SOLUTIONS

FLEXIBILITY TO DESIGN A CUSTOMIZED RECOVERY PLAN



STAFFING PLAN ASSESSMENT

An assessment of current staffing grids and identification of opportunities for labor hours and spend by department.

We will assess productivity, financial impact, and provide grids to front-line staff making decisions for staffing that meet productivity targets, minimizing costs, and maximizing ability to cover patient demands at every census point. Additional support is available to establish staffing grids for a variable workload that may not have standards in place today.



PROCEDURAL REINTRODUCTION ROADMAP

A financial analysis and detailed plan for the financial and staffing impacts throughout the organization based upon various scenarios for the reintroduction of procedures that drive revenue, safety and efficacy.

We will analyze historical procedure volumes and develop guidance for near-term steps and approaches to leverage various delivery models that will drive revenue generation. Producing data-driven scenario calculators will provide the workforce planning information needed to determine the FTEs by clinical areas for patient needs as they navigate thru the healthcare delivery system.



OPERATIONAL FLEXIBILITY

An assessment of your current state and recommended program and framework to capture immediate opportunities in the following areas: Technology & Analytics, People & Culture and Process & Workflows.

We provide virtual/in-person interactive workshops on a variety of workforce and operational structures that provide organizations the program framework, concepts, playbook of templates and methodology that result in improved staff satisfaction, retention, and overall labor spend.