

# American HealthCare reduces overtime, plus improves census and cash flow with primeVIEW



## Executive Summary

American HealthCare's 2,000+ employees are equipped with the tools, knowledge and support they need to deliver exceptional services to seniors and the other populations they serve. However, leadership recognized the increasing need to make effective data-driven decisions, but lacked access to accurate, measurable information...until primeVIEW.

## Challenges

Like many operators, American HealthCare wanted to remain competitive in a rapidly evolving, quality-driven reimbursement environment, while also controlling costs. Because it consumed 65-75% of expenses, having a firm handle on labor was mission critical. However, managers only had access to information from the last closed pay period.

"We were always looking through the rear view mirror," explained Janice Garrett, Controller. "Unless administrators spent significant time creating their own daily staffing reports, they managed reactively, not proactively."

## How We Helped

A Prime Care Technologies customer since 2010, American HealthCare enlisted us to implement primeVIEW, a business intelligence tool that delivers key information across the enterprise in near real time. What immediately impressed leadership was that primeVIEW could retrieve data from their existing clinical and labor management applications.

"Pulling that information together in primeVIEW was a big plus," stated Jim Garrett, Vice President, IT Services. "Because primeVIEW is web based, executives and administrators don't have to wait to receive the intel they need – it's right at their fingertips."

"Because the current daily census and labor are automatically tied, we have a better idea if we're over- or understaffed," remarked Ms. Garrett. "This improved insight gives us opportunities to train Administrators and DONs to more effectively oversee staff throughout each shift."



AMERICAN HEALTHCARE, LLC

Manages 17 Heritage Hall locations in Virginia, specializing in short-term rehabilitation, intermediate and long-term care.



"With primeVIEW, we have an accurate, continually updated and readily available [census] report."

JIM GARRETT,  
VICE PRESIDENT OF  
IT SERVICES

Ready access to the right information has paid dividends for American HealthCare. Average daily census increased 7% for skilled patients and 9% for private pay in 2015 over 2014. This resulted in revenue increases of \$2.6 million for skilled and \$980,000 for private pay.

“Prior to primeVIEW, we did not have a consistent census report across all locations. With primeVIEW we have an accurate, continually updated and readily available report. Because the census report in primeVIEW can be accessed more easily by corporate and facility staff, it is the tool we use for weekly census calls and goal setting, including numerous facility incentive plans,” observed Garrett.

PrimeVIEW has also had a positive impact on cash flow. “With ready access to information, we can also set and incentivize collection targets.”

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## What's Next

“We're always looking for new ways to leverage technology for organizational improvement,” said Dalton. “Now we use primeVIEW to set targets for all departments. With nursing labor under control, the dietary, plant maintenance and engineering departments are more effectively managing labor as well.”

“I see primeVIEW's daily census in the hands of every level of the organization, from the President and COO down to facility admissions and business office staff,” Dalton continued. “Now we are able to identify trends more quickly, enabling us to be proactive.”

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## Results

Executives and managers have access to real-time information anytime, anywhere, which is highly valuable in managing labor, census, cash and clinical services.

### LABOR

- Brought 71% of buildings with overtime overages to goal within 3 months
- Saved labor costs, while assuring proper staffing levels

### CENSUS

- Increased average daily census 7% in skilled and 9% in private pay

### CASH

- Stay on top of collections with accounts receivable data that was previously unavailable
- Close month-end aging quicker
- Set and incentivize cash collection goals

“Now we use primeVIEW to set targets for all departments.”

ROBBIE DALTON, CFO



PrimeVIEW delivers an easy-to-navigate interface that automatically refreshes in near real time with consolidated data from various systems:

- Census
- Labor
- Revenue cycle
- Satisfaction scores
- Five-Star Quality Ratings

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