

Health Services Management oversees multiple facilities and reduces labor costs with primeVIEW



Executive Summary

Operating multiple facilities and home health agencies, Cleveland, Tennessee-based Health Services Management Group, LLC, has developed a solid reputation among staff and stakeholders since its founding in 2005. “People want to work for us and we have a strong relationship with lenders,” states Ray Tyler, Health Services Management’s Chief Operating Officer.

Challenge

Monthly financials and labor management reports are critical tools in helping Health Services Management successfully control costs and efficiently operate. Before implementing primeVIEW from Prime Care Technologies, reports were manually prepared — a cumbersome, expensive, and time-consuming process — often too late to effectively address current challenges.

How We Helped

With primeVIEW’s visibility, Tyler and team can observe and examine key performance indicators (KPIs) such as census, labor, RUG levels and accounts receivables throughout the day. He also uses primeVIEW during his monthly financial and performance reviews with facility administrators. “By the time our P&Ls were ready, they were a month or more in arrears,” commented Tyler. “But, with primeVIEW, we can discuss what happened last month and examine current KPIs that directly impact financial performance and help us predict month-end outcomes.”

“One of the biggest advantages to primeVIEW is our ability to view labor from a consolidated corporate, facility, department and employee level – and not only for today. We can trend and report on past performance as well,” he observed. “Its flexible reporting related to date ranges and formats is also very valuable to us, because primeVIEW enables us to quickly prepare and submit reports to key stakeholders, such as lenders. We can view and report on actual-to-budget reports, wage rates, overtime, etc.”

Health Services Management

Health Services Management Group has financial and operational responsibility for 11 SNFs and 3 home health agencies. With a team of consummate dedicated professionals, it achieves new heights in quality care, satisfaction and responsiveness to environmental change.



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Monthly financial reviews through primeVIEW improved labor visibility. “Take overtime, for example,” commented Tyler, “primeVIEW’s facility, regional, and corporate reporting enables administrators and department heads to view not only their performance, but also how they are doing compared to the other facilities within the company.”

Information in the dashboard helped Health Services Management facilities reduce overtime by an average of three percentage points in the nursing department alone. “Controlling labor hours overall has improved with administrators looking at the same report as the corporate team,” said Tyler. “Further, primeVIEW lets us analyze actual labor to budgeted labor PPD, seamlessly utilizing the flex budget feature based on actual census, not just budgeted census. That’s extremely helpful.”

Results

Acquisitions play a major role in Health Services Management’s strategies. Having a data mining and business intelligence tool helps them readily demonstrate operational and financial successes to lenders, paving the way for further growth.

- Achieved a 3% reduction in nursing overtime alone
- Gained visibility into collections
- Act on current KPIs versus doing an autopsy on the past

PERKS

- Easy to use and implement
- Taps seamlessly into existing applications
- Support team is accessible and helpful

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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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