

# Plum Healthcare gains easy access to successfully manage operations



## Executive Summary

With far less intervention required from IT, Plum Healthcare uses primeVIEW to access the critical data needed to successfully manage operations.

## Challenges

Using a simple home-grown tool developed to view census, discharge and readmission rates, and labor, Plum Healthcare needed to access not only more information, but the ability to mine for deeper detail in these and other areas. Further, a team of three employees was necessary to monitor and enter data into the system. To access certain results, workarounds included the need to look at EMR numbers on the front end and reconcile numbers with SQL statements on the back end. And when changes to the system were necessary, dedicating resources took people away from more pressing projects. "I was looking for a pre-configured solution to meet our needs that we didn't have to maintain or manage," stated Eric Rivard, Director, Information Technology, Plum Healthcare.

## How We Helped

Designed exclusively for long-term skilled nursing care, primeVIEW's integrated dashboard helped Plum bring deeper insights into their operations: aggregating census, clinical data, admissions and readmission data to labor data as well as Five-Star facility comparisons. "It's a tool that we don't have to worry about," observed Rivard.

"Not only can we go to one place instead of five, we immediately know where we stand in our deficiencies and how we could improve these levels," observed Rivard. "We were also freed up to work on other, more important things that access to the new data revealed. But more data itself doesn't solve anything – in addition to process and technology, you also have to have the right people working to improve your balance sheet."



Founded in 1999, Plum Healthcare owns and operates nursing facilities in California, Utah, and Arizona. Plum's mission is to wonderfully enrich the lives of the 10 million patients we come in contact with each year.



"Not only can we go to one place instead of five, we immediately know where we stand in our deficiencies and how we could improve."

“For example, primeVIEW helped reveal AR issues, as well. They could immediately see where they were with outstanding debt, collections, and required follow-up activities, and be able to staff those needs properly. “For the first time, we were able to actually analyze the details of what comprised an outstanding Medicare amount . . . and information is now available to everyone – the centralized AR team, facility managers, and even leadership can go in and get answers,” Rivard noted.

“Other systems were available, but because primeVIEW was designed specifically for long-term care - specifically skilled nursing – we knew we were ahead of the game with that type of data and queries built in. Once I presented primeVIEW to our leadership, the dashboard pretty much sold itself.”

---

## Results

- Freed up three IT people from maintaining their homegrown tool to work on more strategic projects
- Brought greater depth to reporting that revealed areas to investigate, change
- Improved their bottom line

“primeVIEW integrates 90% of the information necessary to properly run and manage a SNF and it’s a worry-free tool in terms of maintenance.”



Our primeVIEW solution pulls real-time data directly from your vendor and internal systems to present a single analytics dashboard – available online, anytime to your team. By consolidating this data into an easy-to-navigate interface, primeVIEW delivers an unparalleled, multi-dimensional view of operational performance.

877-644-2306  
sales@primecaretech.com  
www.primcaretech.com