



HealthTech

California Critical Access Hospital Network (CAAHN) partners with **HealthTech Management Services™** to offer consulting services focused on improving quality patient care and profitability. With over 40 years experience working with community hospitals, and as a preferred partner of CAAHN, HealthTech's team of consultants understand local healthcare and the unique needs and requirements of Critical Access Hospitals.

Survey Preparation/Mock Surveys

Mock Surveys are provided to assess compliance with regulatory standards for Critical Access Hospitals, Long-Term Care facilities, Rural Health Clinics, and Home Health agencies. They are based on regulatory requirements from the Centers for Medicare and Medicaid Services and the State of California Title 22. Mock Surveys can also be provided based on The Joint Commission, DNV and Healthcare Facilities Accreditation Program if requested. A comprehensive report formatted as an action plan is provided following each mock survey to assist with follow-up.

Plan of Correction

Healthtech provides assistance in developing a Plan of Correction resulting from state or other accreditation surveys, including assistance in developing a comprehensive implementation and data collection plan.

Credentialing and Quality Assurance Review

Credentialing and Quality Assurance Reviews as required by the Conditions of Participation for Critical Access Hospitals are provided. This includes a review of the hospital's performance improvement program; a review of credentialing and privileging processes and systems including the review of medical staff files; and a review of a representative sample of patient records. The credentialing and quality assurance review may be combined with a mock survey or the review may be completed separately.

Performance (Quality) & Patient Safety Improvement

Support can be provided in developing or refining your performance improvement and patient safety program. Starting with an in-depth assessment of your program and, based on that assessment, a detailed plan for improvement is developed. Education will be provided for your team including: role of the quality committee; how to engage staff and providers in the quality agenda; how to choose meaningful improvement initiatives; how to utilize effective quality tools; and the role of data and performance scorecards.

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**Working together to strengthen
the health of our communities**



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Case Management/Utilization Review

Case Management and Utilization Review includes an in-depth analysis of each of the functions and processes related to case management and utilization review with a focus on improving clinical and financial outcomes. The assessment includes a review of: utilization review plan, utilization review physician advisor role and responsibilities, staff roles and responsibilities, utilization review committee functions, medical necessity screening, management of observation patient, clinical documentation, discharge planning processes, key metrics including denials, length of stay, and readmissions. A comprehensive report with recommendations for improving processes and outcomes is provided.

Medical Staff Credentialing and Privileging

Utilizing the Conditions of Participation and California Title 22, as well as best practices, your credentialing, privileging and medical staff office processes are reviewed. As part of the review, staff works closely with your medical staff coordinator and your chief of staff to understand your issues and to identify realistic solutions.

Staffing and Productivity

The Staffing and Productivity Review utilizes a collaborative team approach including both clinical and financial consultants. As a part of the on-site review, an educational session is provided in addition to working with each department manager to understand their current staffing, identify opportunities to improve work processes and develop realistic productivity targets. A copy of the HealthTech productivity manual is provided, developed specifically for Critical Access and rural hospitals, which includes productivity targets for each department.

Executive and Management Leadership Development

Leadership skills are a critical component of organizational success. Consultants will provide an in-depth assessment of your leadership and/or executive team and develop contemporary strategies for improving leadership performance.

Patient Care Policy Reviews

An annual review of clinical policies can be provided as an external reviewer as required by the Conditions of Participation and Title 22 for Critical Access Hospitals. Findings and recommendations related to both policies that need to be developed as well as revisions of current policies are summarized in writing.

Swing Bed Development

Assistance will be provided in the development and implementation of a swing bed program or in more effectively utilizing your existing swing bed program. The assessment includes a swing bed readiness assessment or assessment of your current program, swing bed education for staff and providers, and an implementation or improvement plan.

Educational Resources

HealthTech offers a variety of webinars and newsletters at no cost to CCAHN member hospitals focused on providing health care professionals with strategies and resources to improve quality patient care and profitability. These resources include information on topics such as swing bed programs, patient satisfaction, productivity, compliance and physician partnerships.

ccahn.org



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