ConceptRehab

ENGAGE CONSULTING



Case Study

QUALITY & FINANCIAL TRANSFORMATION

By the Numbers: Proven Strategies for Transforming Outcomes through integrated therapy & MDS services.

Background

The multi-facility client faced several challenges, including hiring shortages, high turnover, and increased training costs. Competency gaps led to accuracy and audit risks, while shifting labor to cover floor shifts created gaps in PDPM coding, case mix optimization, and Ohio Quality Incentive Payment capture. These staffing issues also hindered quality measure performance and 5-star ratings, while posing regulatory risks due to incomplete assessments. Key challenges included:

- Staffing shortages and inexperience leading to high turnover and elevated risk.
- Shifting MDS nurses to the floor creating PDPM coding and case mix optimization gaps
- Underperformance in quality measures, quality incentive earnings and 5-star ratings

Service Overview

Our partnership included our specialized integrated therapy and MDS services to target key areas of improvement including staffing efficiency, enhancing coding accuracy, and optimizing reimbursement processes, ultimately reducing risks and boosting both financial and quality outcomes.

OUTCOMES AT A GLANCE

$1.67M
added annual revenue

$48/day
incremental Medicaid increase

- Increased average PDPM PPD rate resulting in **over $1.67M additional revenue per year** for the portfolio.
- Case mix and reimbursement rates **increased by over $6.45/day.**
- Qualified for state QIP bonuses, **earning an average of $41.55/day.**
- MDS coding accuracy **improved from 79.7% to 86.2%.**
- Improved CMS 5-Star Quality Ratings, with three facilities **achieving 5 stars.**

GET IN TOUCH

www.ConceptRehab.com
www.EngageConsultingPartners.com | 419-843-6002 | info@conceptrehab.com

ConceptRehab ENGAGE CONSULTING

RAISING THE BAR WITH THERAPY + MDS INTEGRATION



MEASURABLE PROGRESS IN QUALITY, REVENUE, AND EFFICIENCY

This case study showcases improvements made by a group of facilities over 12 months, specifically in three key areas: quality ratings, financial performance, and operational accuracy.

Quality Ratings: At baseline, the CMS 5-Star Quality Ratings showed one facility rated 1 star, with most others at 2 or 3 stars. By the 9-12 month mark, three facilities had improved to a 5-star rating and others improved to a 3 or 4 star rating, demonstrating significant progress through targeted training and outcome management.

Financial Performance: The average per-patient day (PPD) rate under PDPM increased by $71.58/day by 9-12 months. Case mix also improved by at least $6.45/day. Additionally, all facilities qualified for state Quality Incentive Program (QIP) payments by the end of the year, earning an average of $41.55 per day.

Operational Accuracy: Initially, internal accuracy monitoring was not in place. By 1-3 months, accuracy tracking was implemented, starting at 79.7% and improving to 86.2% by 9-12 months, significantly reducing missed financial opportunities and decreasing audit/denial risk.

Through targeted improvements in these areas, the facilities achieved meaningful advancements in quality, revenue, and operational efficiency.

OUTCOMES ACHIEVED & RISK MITIGATED IN 12 MONTHS.

Our integrated Therapy + MDS services are led by clinical experts who seamlessly align therapy and reimbursement strategies. By combining expertise in therapy and MDS, we delivered unparalleled results that transformed SNF operations. Together, these integrated services achieved the following benefits:

- **Alignment:** Streamlined and coordinated systems and processes that compound results by working from the same playbook and accountability measures.
- **Financial Optimization:** Top reimbursement performance with all payor types, case mix programs, and quality incentive/value-based purchasing (VBP) models.
- **Quality Outcomes**: 5 star and quality measure success through therapy and MDS serving as collaborative co-pilots.
- **Talent Development:** Recruitment of top-tier MDS talent and IDT training for proficiency in clinical assessment and coding. This includes social services, dietary, nurse aides, and floor nurses.
- **SNF Staff Leadership:** An extensive foundation of knowledge is created to assure the MDS Nurse and Therapy Manager serve as clinical reimbursement leaders.
- **Physician Partnerships:** Strong physician/extender partnerships through trainings and collaborative processes to assure accurate and compliant diagnosis capture.
- **Workforce Development:** Comprehensive FTE analysis and time study to restructure role delineation of MDS nurse to better align with coding and reimbursement priorities.
- **Risk Mitigation:** Assure revenue capture and to prevent costly, time-intensive audits

GET IN TOUCH

Contact us to learn more about resources, tools and services that target individual provider needs.

419-843-6002 | **info@conceptrehab.com**

ConceptRehab

ENGAGE CONSULTING

OUR SERVICES



THERAPY SERVICE MODELS

Full Outsource
Expert therapy services from a leading provider with over 45 years of experience, including customized MDS clinical reimbursement consulting services.

Management
Your therapists paired with our rehabilitation program management expertise.

Consulting
Top-tier therapy consulting services customized to target your specific performance goals.

Turn-Key Transformation
Full-contract to sustainable management by your in house therapists.

GUARANTEE

SNF Solutions backed by our performance guarantee

BACKED BY PERFORMANCE GUARANTEE

Our therapy services are customized to bring the best out in our partners, guaranteed. We roll up our sleeves and get involved to deliver on established KPIs otherwise *a therapy service discount is applied.*

CLINICAL REIMBURSEMENT SERVICES

Staffing Solutions:

- Interim MDS completion
- Outsourced MDS
- Regional MDS Management
- New MDS Training Programs and Co-Piloting Programs
- MDS operations analysis (FTE study/projections, process and procedures, competency assessments, task analysis, salary study)

Quality Measure Initiatives:

- Ohio QIP Success Fast-Track Programs
- Quality Measure and Five Star Interdisciplinary Bi-Monthly Facilitated Initiatives
- QM/Five Star Projection Analysis

Reimbursement Consulting:

- Case Mix
- PDPM
- Managed Care

Skill/Workforce Development

- MDS A-Z Essentials Trainings for Beginner MDS practitioners
- Academy of Excellence 12-Hour Course
- RAC Certification Courses
- Director of Nursing Training Programs

Survey Readiness

- Mock Surveys
- Denial, ADR, and Auditing Support
- Adverse Event Mitigation Assistance

GET IN TOUCH

Contact us to learn more about resources, tools and services that target individual provider needs.

419-843-6002 | **info@conceptrehab.com**



CONCEPTREHAB.COM



ENGAGECONSULTINGPARTNERS.COM