



# LeaderStat<sup>®</sup> Consulting

EXPERTS IN ACTION

Interim | Recruiting | Consulting

# LEADERSTAT CONSULTING

## Driving Outcomes and Results

Our nationally recognized consultants can help you maintain a financially healthy organization, bounce back from a difficult survey, improve the quality of your clinical systems, implement successful marketing strategies and much more.

Having worked in key leadership roles in a variety of senior care settings, LeaderStat consultants have hands-on knowledge of regulations, reimbursement rules and facility operations. We have operated facilities, developed innovative programs and repositioned facilities in various markets. Our extensive experience empowers us to understand the challenges you face and identify opportunities for improvement.

### Customized Services Include:

- Financial and Operational Assessment
- Due Diligence Analysis and Support
- Clinical Reimbursement: MDS and Case Mix Audits and Training
- Quality Improvement, Five-Star Analysis and Survey Turnaround
- Mock Surveys and Quality Systems Audits
- Marketing and Census Development
- Mystery Shopping
- EMR Implementation and Training
- Medical Records Training and Support
- ICD-10-CM Training and Assessment

We can also customize our engagement to meet your specific request.



## FINANCIAL AND OPERATIONAL ASSESSMENT

### Assess • Improve • Optimize

Our consultants are proven clinicians and operators with extensive post-acute and senior living experience. We're experts at evaluating the performance of your organization while providing specific improvement strategies to help enhance your financial and clinical outcomes.

### Services Include:

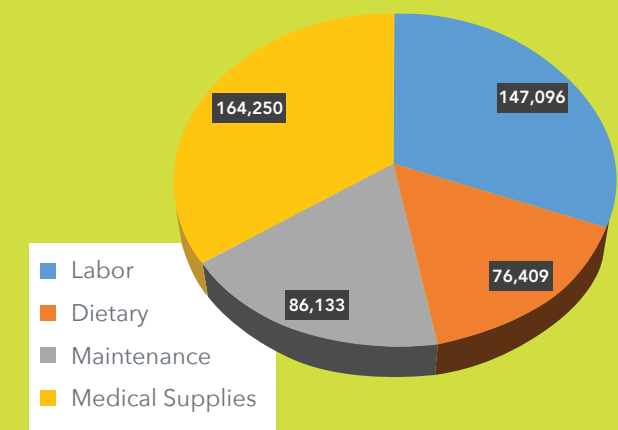
- A full evaluation of your organizational structure and leadership team
- A comprehensive assessment of key financial, operational and clinical performance metrics, benchmarking your outcomes to industry norms
- A focused approach that identifies opportunities to increase cash flow and revenue as well as capture operational efficiencies
- A review of clinical systems, outcomes and potential risk management issues
- A prioritized action plan with next steps and improvement strategies to support your center and organization
- Implementation support for your action plan to facilitate sustainable change

## PROVEN RESULTS

Recently, we conducted a comprehensive assessment of a large senior care campus. Our report included actionable recommendations for operational improvement strategies.

As a result of this analysis, we identified a potential 1.3 million-dollar enhancement opportunity during a one-year period. Our recommendations included revenue-generation options and various cost-saving steps.

Where are the Biggest Opportunities?



## CLINICAL REIMBURSEMENT

### Improve Accuracy • Increase Revenue

The Minimum Data Set (MDS) is the key driver for Medicare payment and most Medicaid reimbursement systems. A small adjustment in your case mix score can result in a significant increase in revenue. Our consultants will work with you to evaluate the accuracy and integrity of your overall assessment process. We can impact financial and clinical outcomes by:

- Ensuring MDS assessments are completed properly
- Confirming reimbursement rates correctly reflect patient acuity levels
- Validating backup documentation to support your RUG scores

#### Services Include:

- Off-site and on-site support and training for MDS 3.0 and RUG IV
- Case mix and reimbursement review
- Evaluation of documentation systems to ensure compliance
- Benchmarking tools and quality measurement analysis
- Operational support for the IDT process, staffing and clinical systems analysis

## RESPONSIVE SERVICE

"It's incredible that I have a 'guru' like you only an email away! I am so appreciative!"

- MDS Coordinator

## QUALITY IMPROVEMENT AND SURVEY TURNAROUND

### Returning to Compliance After a Challenging Survey

Following a difficult survey, our consultants work with you to kick-start and sustain improvements in your clinical systems. We'll work alongside your team to conduct a root cause analysis so we can develop and implement an effective plan of correction to resolve outstanding deficiencies. Not only do we help you achieve compliance for your re-survey visit, but our goal is to drive lasting and sustainable results.

#### Quality Systems Audit

Our RN consultants will work on site to pressure-test your critical clinical systems, focusing on the core components of your nursing processes, such as: accidents and events, skin care, nutrition and medication administration to identify potential areas of risk, prevent costly deficiencies and improve quality outcomes.

#### Mock Surveys

A LeaderStat mock survey is your early warning system that prepares you for your actual federal survey. We'll measure compliance with the CMS standards and regulations and discuss the findings with your staff. Together, we'll develop an action plan and keep your systems in compliance.



## REMOVING OBSTACLES

"Scott helped our staff with education and guidance to remove obstacles that we were encountering in the daily delivery of nursing and therapy services. His method of communication was very effective with all staff. In the end, residents, staff and our organization as a whole all benefited from his wisdom and talent."

- CFO, Not-for-Profit SNF



## MEETING EXPECTATIONS

"We've made it a point to use LeaderStat because they continue to meet our expectations and are available when needed. They are flexible and responsive and their consultants are a pleasure to work with."

- Director,  
Healthcare  
Accounting Practice



## MARKETING AND CENSUS DEVELOPMENT

### Proven Strategies • Positive Results

Strong sales and marketing programs are critical to building and maintaining census. We are experts at increasing referrals, optimizing census and building market share.

#### Services Include:

- Sales team evaluation and training
- One-on-one coaching and mentoring
- Marketing systems and processes
- Strategic sales and marketing plans
- Market position and competitor analysis
- First impression audits and customer service programs
- Hospital liaison program development and support
- Return-to-hospital data and trends

#### Mystery Shopping

Through phone calls, on-site visits and stakeholder interviews, we can assess your organization's customer service program, market reputation and inquiry responsiveness and follow-through. We audit your center's response to requests for tours and inquiries during regular business hours, evenings and weekends. Learn more about how you present your services to potential customers through this valuable review.

## MEDICAL RECORDS AND ICD-10-CM TRAINING

#### Our Services Include:

- In-depth medical records compliance, audits and training
- Assistance with outside payer requests for additional medical record documentation
- ICD-10-CM training and consulting

## EMR IMPLEMENTATION AND TRAINING

### Technologies That Improve Efficiency

Electronic medical records (EMRs) increase efficiency, save money and improve consistency and accuracy of your documentation. We know that software updates and staff turnover can create a need for additional training and support, so we provide this during implementation and ongoing as needed to maximize your EMR investment.

#### Our Services Include:

- Software product vetting and selection
- Implementation and training (on site and remote)
- Ongoing support and refresher training

We can also provide expertise in systems such as PointClickCare, Cerner, AOD (now MatrixCare) and others.

## ADDITIONAL CONSULTING SERVICES

### Unique Challenges Require Unique Consultants

We can customize our consultant engagements to meet the specific needs of your organization and help you achieve your operational goals.

## IDENTIFYING AREAS OF IMPROVEMENT

"We have been using the LeaderStat consultant for medical record consulting services for many years. I have found her knowledge and service to be a valuable resource for our facility. Her medical record audits have been instrumental in identifying areas for improvement in survey preparation. In addition, she provided our facility team with ICD-10 training that was easy to understand which paved the way for a smooth transition to ICD-10."

- Nursing Home Administrator

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