



50 Shades of Data

Strategically Leveraging
Your Post-Acute Care Data



Russ Hertzberg
VP, Technology Solutions
Prime Care Technologies



Susie Mix
CEO/President
Mix Solutions



Drew Filchak
Chief Administrative Officer
Vivage



Managed Care Data



Susie Mix
CEO/President

You know...

- Average length of stay
- Hospital readmission
- Partners/vendors
- Standardized system
- Managed care plan/ACO data

But, do you know you...

- Benefits
- Quality and outcomes
- Clinical programs
- Patient satisfaction
- Rank among national/state averages



Make sure resources are available before volume hits
(contract cheat sheets, standard forms, RISK cheat sheets, FAQs, billing protocols)



Ensure facility systems are in place and tested



Know your costs



Conduct patient review - DAILY



Health Plan Contract

Custodial Rate \$185

Level 1 \$290

- Ostomy Care
- G-tube/NG tube
- Routine Lab & X-ray
- Wound Care Stage I & II

Level 2 \$345

- IV Hydration
- Up to 1 hr therapy (PT,OT,ST)
- Wound Care Stage III

Level 3 \$440

- Isolation patients
- Up to 1.5 hrs therapy per day (PT,OT,ST)
- IV Medication Administration-single
- Wound Care Stage IV

Level 4 \$490

- TPN administration
- Multiple IV administration
- Up to 2 hrs therapy per day (PT,OT,ST)

EXCLUSIONS

Vancomycin, Lovenox, Procrit, Epogen, Neupogen, Rocephin, TPN, Zosyn, Specialty beds, Wound Vac, CPM Machine

Patient Grandma Alice

Admit: 1/14/13
7 Day Auth

Diagnosis: Diabetes, S/P ORIF

Services Needed:

IV Zosyn x 7 days (\$2800)
PT/OT 1hr
Stg III wound on heel
Lovenox x 10 day (\$1800)

Day 3: IV Vanco ordered for 14 days (\$480)

Day 7: IV Zosyn DCd

Day 8: Therapy increased from 1 hr to 2 hrs per day

Discharged 1/28/13

FACILITY RCVD AUTH FROM HMO FOR LEVEL II FOR 7 DAYS

Maximum Use of Contract

“NO CLUE” SNF

ABC SNF Bill

Jan 14-28 Level II
\$345 x 14 days

Total Billed **\$4830**

Total Paid **\$ 2415**

Out of Pocket **\$-5080**

(Vanco \$480)
(Zosyn \$2800)
(Lovenox \$1800)

\$-2415

(Never collected from stay)

LOSS \$-7495

“ON THE BALL” SNF

XYZ SNF Bill

Jan 14-16 Level III
(IV ZOSYN) \$440 x 3 days

Jan 17-19 Level IV
(IV VANCO) \$490 x 3 days

Jan 20 Level III
(DC'D ZOSYN) \$440 x 1 day

Jan 21- 28 Level IV
(THERAPY) \$490 x 7 days

Vanco \$480
Zosyn \$2800
Lovenox \$1800

Total Billed **\$11,740**

Total Paid **\$11,740**



50 Shades of Practical Data

A Post-Acute Provider's Program



Drew Filchak

Chief Administrative
Officer

2012: Merger of two mgmt/ownership companies into Vivage

2012 through most of 2014: Manual tracking of readmissions/clinical measures/5 star ratings/overtime/AR DSO/etc

Fall of 2013: Rollout of EHR and accounting platform

2015 into 2016: MDS Analytics, Electronic Procurement, Market Intelligence, National Comparisons, and DASHBOARD incorporation

Let the data revolution begin ...

Progression of Data Demand

NOT LONG AGO

Admits/Discharges
Transfers
Pay Source
PPD Costs
Revenues
LOS
Clinical Indicators:

- Falls
- Wounds
- Weights
- Infections
- Restraints

THEN

Acuity
Customer Satisfaction
Employee Satisfaction
5 Star Ratings
Re-admit Rates
Retention
Occupancy

NOW

Care Cost per DRG
Re-admits per DRG
Clinical Outcomes by DRG
Pre-admit costs
Re-admit rates
Post Acute Spectrum
Care Outcomes
Quality Measures Index
Reimbursement

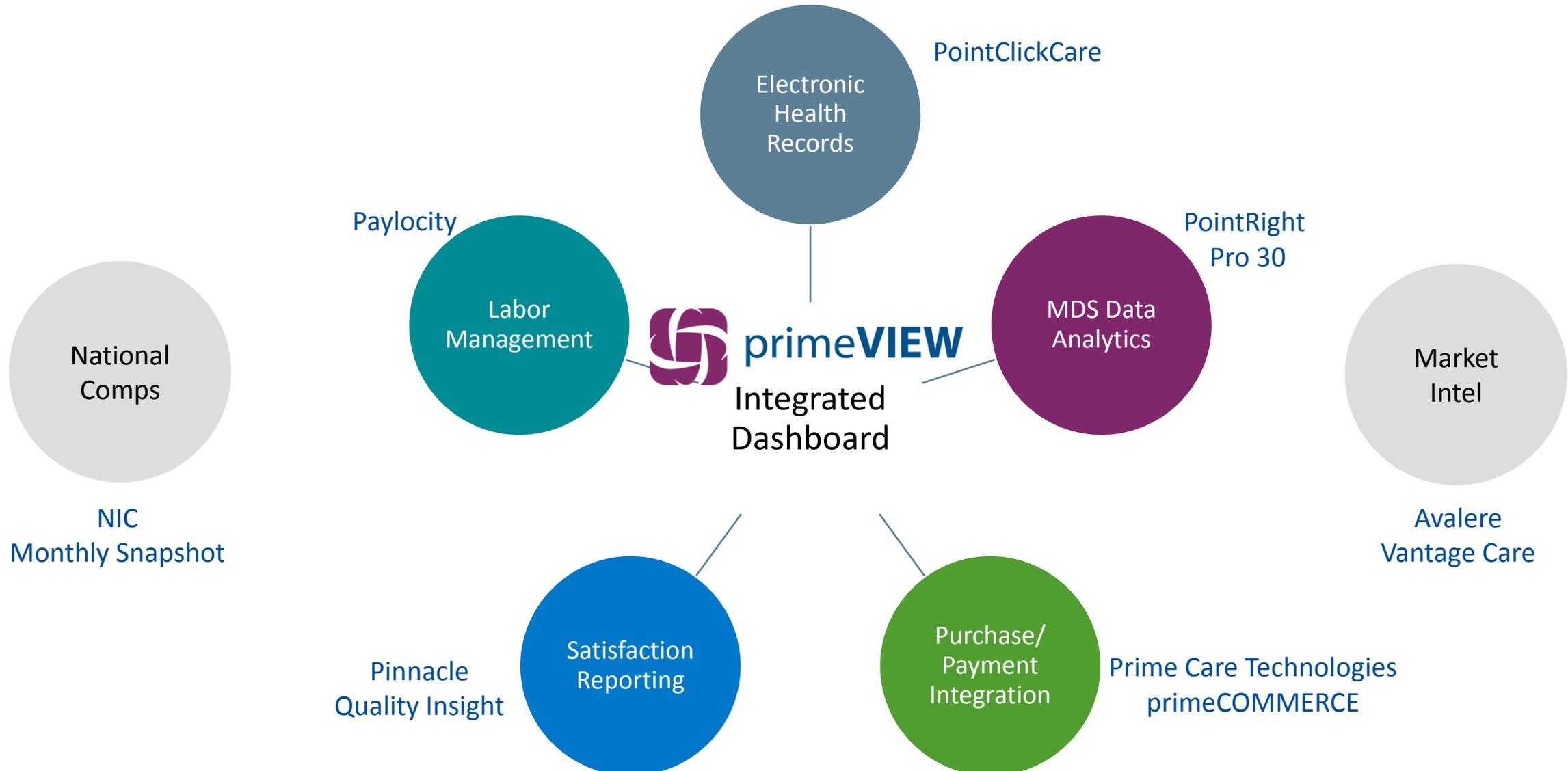
Data Sources by Category

- Electronic Health Record
- MDS Data Analytics
- Purchasing/Payment Integration
- Satisfaction reporting
- Labor Management
- Integrated Dashboard
- Market Intelligence
- National Comparisons



Data Partners

- PointClickCare
- PointRight Pro 30
- Prime Care Technologies/primeCOMMERCE
- Pinnacle Quality Insight
- Paylocity / Nova Time
- Prime Care Technologies/primeView
- Avalere Vantage Care
- NIC Monthly Snapshot





Current 5 Star Ratings
facility ratings broken into components

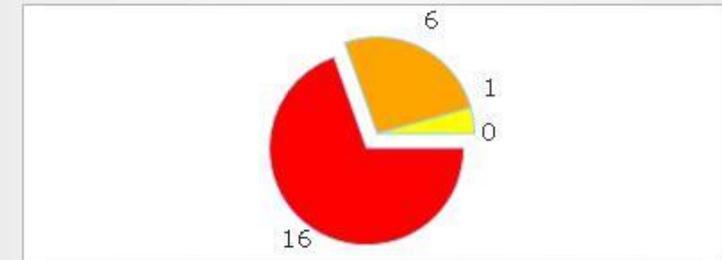
Quality Measures
quarterly scores; state & national averages

Revenue Projection
real time progress towards budget

Labor Management
real time hours mgmt (update every 4 hrs)

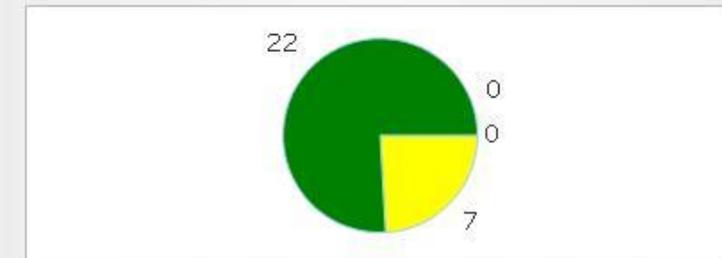
Monthly Clinical Trending
wounds, restraints, weight loss,

Labor Overtime Hrs Vs Total Hrs



- Facilities With OT 4% Or More
- Facilities With OT 2%-3.9%
- Facilities With OT .5% - 1.9%
- Facilities With OT Less Than .5%

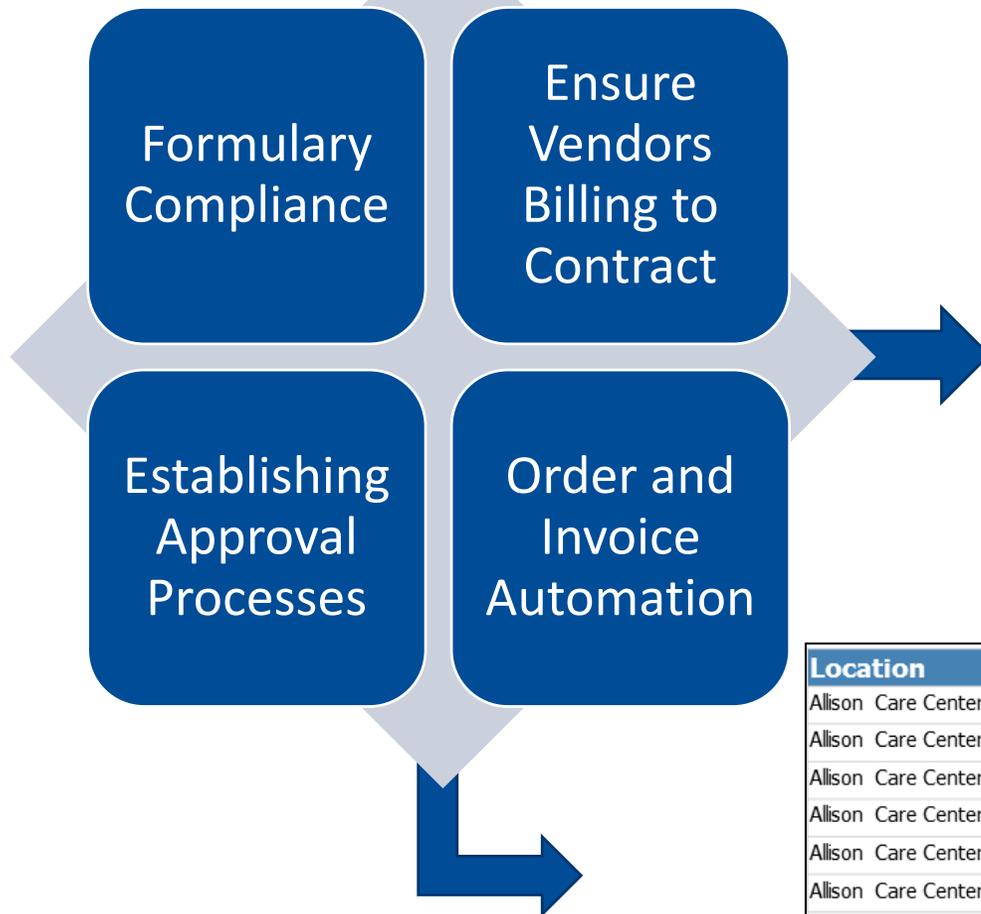
Medicare ADC Vs Budget



- Facilities With 8 And More Below Budget
- Facilities With 5-8 Below Budget
- Facilities With 1-4 Below Budget
- Facilities @ Budget Or Above



In 2016, Vivage was charged an amount over contract price 405 times, totaling over \$1,675



VIV 2016 Pricing Differences
1/1/2016 – 6/23/2016

| Vendor | Number of Invoices | Sum of Differences |
|--------------------|--------------------|--------------------|
| Direct Supply | 34 | \$284.49 |
| HD Supply | 338 | \$1,182.40 |
| Medline Industries | 9 | \$100.53 |
| Western Paper | 24 | \$107.99 |
| Grand Total | 405 | \$1,675.41 |

Example VIV June 2016 GL Spend Summary
6/1/2016 – 6/23/2016

| Location | GL Code | GL Description | Amount |
|---------------------|----------|--|---------------|
| Allison Care Center | 1610.611 | Routine Supplies/Non-chargeable supplies | \$10,528.4100 |
| Allison Care Center | 1700.210 | Admin Supplies | \$379.2700 |
| Allison Care Center | 1740.200 | Dietary Raw Food | \$14,388.6100 |
| Allison Care Center | 1740.205 | Dietary Supplements | \$500.9300 |
| Allison Care Center | 1740.210 | Dietary Supplies | \$233.1100 |
| Allison Care Center | 1750.210 | Housekeeping Supplies | \$1,419.4300 |

- Executive Dashboard
- Data Integrity Audit <
- Medicare PPS <
- Pro30 Rehospitalization <
- Quality Measures <
- Help <

PR Pro 30 Green Light Report

Measure: All Measures Period: April 2015 to March 2016

Percentile Percent

Percentile Cut Points

Red: 100 - 90

Yellow: 89 - 21

Green: 20 - 0

Group/Facility

- Medicare 30-Day Rehospitalization
- All-Payer 30-Day Rehospitalization
- CHF
- COPD
- CVA
- Diabetes
- Hip Surgery
- Knee Surgery
- Pneumonia
- Recent Surgery
- High Risk
- Medium Risk
- Low Risk

| | Percent | Number of Facilities | | |
|------------------------------------|---------|----------------------|----|----|
| Medicare 30-Day Rehospitalization | 13.8% | 2 | 5 | 15 |
| All-Payer 30-Day Rehospitalization | 14.7% | 2 | 10 | 10 |
| CHF | 10.3% | 1 | 7 | 12 |
| COPD | 10.7% | 1 | 7 | 14 |
| CVA | 9.3% | 2 | 5 | 10 |
| Diabetes | 14.3% | 3 | 9 | 10 |
| Hip Surgery | 0.0% | 0 | 0 | 4 |
| Knee Surgery | 25.1% | 2 | 6 | 0 |
| Pneumonia | 13.2% | 3 | 6 | 10 |
| Recent Surgery | 13.9% | 4 | 4 | 14 |
| High Risk | 11.1% | 1 | 9 | 12 |
| Medium Risk | 18.3% | 3 | 8 | 11 |
| Low Risk | 11.1% | 1 | 10 | 9 |

- Executive Dashboard
- Data Integrity Audit <
- Medicare PPS <
- Pro30 Rehospitalization <
- Quality Measures <
- Help <

PR Pro 30 Green Light Report

Measure: Diabetes Period: April 2015 to March 2016

Percentile
 Percent

Percentile Cut Points

Red: 100 - 90

Yellow: 89 - 21

Green: 20 - 0

Group/Facility

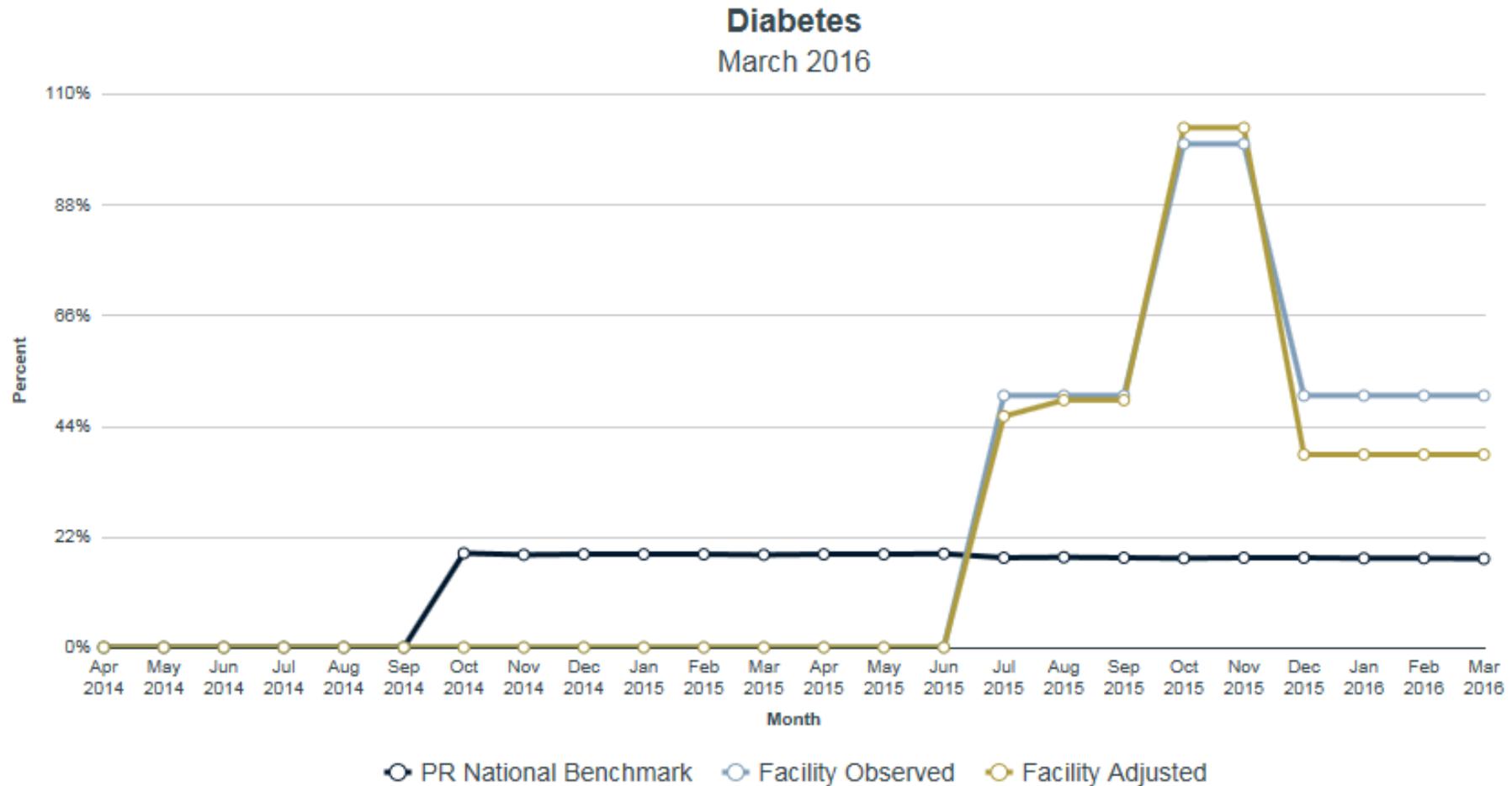
4 Vivage Quality Health Partners

- Allison Care Center
- Amberwood Care Court
- Autumn Heights
- Brookshire House
- Cambridge Care Center
- Christopher House
- Clear Creek Care Center
- Colorow Care Center
- Cottonwood Care Center
- Denver North Care Center
- Eagle Ridge of Grand Valley
- Fairacres Manor
- Green House Homes at Mirasol
- Harmony Pointe Nursing Center

| Percent | Number of Facilities | | |
|---------|----------------------|---|----|
| 14.3% | 3 | 9 | 10 |
| 11.3% | | | |
| 14.3% | | | |
| -- | | | |
| 38.3% | | | |
| 0.0% | | | |
| 8.6% | | | |
| 9.2% | | | |
| 16.1% | | | |
| -- | | | |
| 0.0% | | | |
| 2.2% | | | |
| 16.0% | | | |
| -- | | | |
| 9.4% | | | |



PR Pro 30 Trend Graph (Brookshire House)



Began using Avalere Vantage Care in January 2016

Key Data Used

- Overview of all target market hospital profiles
- Patient movement admits/discharge by referral source and DRGs
- Hospital volume and spending + value-based purchasing
- FFS/HRRP programs per beneficiary

Competitor Information

- How we are doing compared to our market competitors
 - Number of admissions from each hospital
 - Readmission Rates
 - Cost of Care
 - Length of Stay

CMS Star Ratings

- Scorecard information
- Comparison of SNF and HHA results

NIC Skilled
Nursing
Monthly
Snapshot Data

- National SNF Trending Data for Occupancy, Revenue, Mix

Vivage vs. 1,488
National Sites
Across 47 States

- Overall occupancy with report's national contributors
- National trends in quality and skilled mix and related rates
- Revenue per patient day by all payers
- EBITDAR and EBITDARM averages
- Changes in month-over-month trending data
(i.e. Occupancy declines in SNF from 84% in 2012 to 82.5% in 2016)

Community and Leadership Evaluations

- Operational assessments of overall community
- Operational assessments by department
- Real-time tool for Community Managers
- Performance evaluations

VIVAGE University

- Leadership training and advancement
- Step-based performance advancement
- Skills development and leader satisfaction

Competitive Edge in Marketplace

- Attract associates
- Contract with preferred and bundled providers

Data Overload – So Much Data!

- What Data Points Are Critical to Operational and Clinical Success?

Data Workgroup – Determining Accuracy and Functional Uses

- Corporate Data Managers
- Individual Data Component Project Manager
- Community Leadership Involvement

Ultimate Goal – Data Smart Organization

- Community Managers
- Community Leaders
- Organizational Users of all Levels



Susie Mix
CEO/President
Mix Solutions
susie@mixsolutionsinc.net



Drew Filchak
Chief Administrative Officer
Vivage Senior Living
dfilchak@vivage.com



Russ Hertzberg
Vice President, Technology Solutions
Prime Care Technologies
Russell.Hertzberg@primecaretech.com

Presentation, recording and Q&A will be available within 24 hrs.

www.primcaretech.com/events