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MINNESOTA HOSPITAL EXCELS



Michael Hagen, Chief Executive Officer of **Riverwood Healthcare Center**, Aitkin, Minnesota, has a lot to smile about lately. Riverwood was recently named one of the Top 100 Critical Access Hospitals (CAHs) in the country. The Top 100 Critical Access Hospitals, including Riverwood, scored best among peers on the iVantage Health Analytics' Hospital Strength Index™. In this first-ever comprehensive rating of CAHs, the results recognize the top hospitals that are the safety net to rural communities across America – measuring them on 56 different performance metrics, including quality, outcomes, patient perspective, affordability and efficiency. Aitkin is located 125 miles north of Minneapolis and is one of 20 hospitals and health systems AMS has worked with in MN during the last 5 years.

Running a 24-bed CAH and three integrated rural health clinics is arguably the most challenging job in healthcare. Mr. Hagen has a goal of leading his institution to a modest 1% operating margin this year and has instilled a “it’s just management” philosophy in his managers regarding FTEs. AMS performed a labor resource benchmarking of Riverwood last summer and it was one of the most efficient ever studied. To maintain that edge, each request to fill a vacant position is getting heavily scrutinized. When a position request is submitted to be filled, managers include the who, what, when, where, why, etc. This includes comments about the current department (or position) FTEs and the AMS labor benchmarking report for that position or the department.

AMS also provides consulting and interim management support to Riverwood’s Health Information Management department and a variety of projects in revenue cycle, including implementation of their new chargemaster.

AMS LABOR KPIS

Enclosed with this issue of the Biweekly is an announcement of a new AMS service evaluating key performance indicators (KPI) for labor management. This timely “off site” analysis provides a fast track, critical analysis of factors that will lead to identifying areas of potential savings. Labor now completes the AMS trilogy of KPI analytics which also include non labor and revenue cycle. For more information on a Labor KPI analysis contact Michael Foley, senior vice president, at mfoley@aboutams.com.

