ams biweekly report

Applied Management Systems

Dedicated to Excellence in Health Care Management • Trusted in Interim Management

LEAPFROG HOSPITAL "SAFETY" LIST TO BE RELEASED DECEMBER 7

As organizations evolve in healthcare, one of the most successful ones is **Leapfrog**, Washington DC, a nonprofit organization committed to driving quality, safety, and transparency in the U.S. health system. The Leapfrog Hospital Safety Grade assigns letter grades A - F to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections. Of the more than 2,600 hospitals graded, 832 earned an A grade, 662 earned a B. Over 93% of the hospitals achieved a C or better. Several states have made dramatic improvement over the years including Rhode Island, Maine, and Virginia, which carried the highest percentage of A hospitals among all states.Since the rankings began in 2012, Rhode Island and Wisconsin are two of the five states showing the most improvement. Rhode Island went from No. 50 in 2012 to the number No. 1 position in fall 2017. In the same time period, Wisconsin went from 44th position to 6th. Rhode Island had 7 hospitals rated by Leapfrog and Wisconsin 56. The entire list will be made public this Thursday.

AMS CELEBRATES ITS FIFTIETH

The company celebrated its 50th anniversary with a dinner for the employees and their guests on Friday, November 17, 2017, at the Bancroft in Burlington, a "city chic" steakhouse in the suburbs. AMS took over the Warhol Room, named for the famous artist, which was a fitting scene for the tribute with the 1966 Warhol "Cow" lithographs covering one wall of the room. Given it was the Friday night before Thanksgiving, this was a great kick off to the holiday season. Photos from previous company events were displayed on easels to bring back memories, and many more pictures were taken that night. Employees lent their baby pictures for the evening, and they were displayed in the shape of a "five" and "zero" as people made guesses as to who was who. Formal remarks focused on providing some history of the first 30 years of the company when AMS operated in a different model than the current one.

The major impetus to AMS starting in 1967 had been the implementation of Medicare on July 1, 1966. At that time 18.9 million people were eligible for Medicare and 17.6 million voluntarily enrolled for supplemental coverage. This led to increased demands in the hospitals and strains on operations. The first AMS project in 1967 was a group nursing study of resources and staffing at several hospitals. Fifty years later, this project was one many would have easily guessed to be our first area of focus. Even when looking at the list of top concerns from 20 years ago in the article following, it is uncanny how little has changed.

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1997 TOP HEALTH CARE EVENTS-REPRINTED FROM THE AMS BIWEEKLY 20 YEARS AGO

- The *Balanced Budget Act of 1997* brought sweeping change to the Medicare program, with an estimated savings of $115 billion over 5 years. In response, many health care organizations throughout the country are adapting to the most pervasive change in the program since its inception.

- Fraud and abuse was a major focus as the *Office of the Inspector General (OIG)* became a household acronym within the healthcare industry. Federal investigators reported that health care providers were overpaid by $23 billion or 14 % of total Medicare costs, and sought to recover those funds. With increased oversight on fraud, providers launched renewed efforts on compliance.

- Benchmarking continued to be a critical tool, not only in assessing an organization's well-being, but also in providing insights for report cards and other external evaluation.

- In an industry fraught with change, information systems remained the lifeblood, pumping and retrieving vital data and information to all facets of the health care team, from the accounting office and medical records department to the bedside via point-of-care technology.

- Managed care, in particular, managed Medicaid and Medicare, continued its growth across the nation.

- Direct contracting took a giant leap forward as Congress approved *Provider-Sponsored Organizations (PSOs)* in the Balanced Budget Act of 1997.

The following summary to the 1997 story is still true today…These changes demand new ways of operating as health care providers. They demand new strategies and tactics. They also hold tremendous opportunity for providers who seek to position themselves for the future. Our clients chose to manage changes through a variety of strategies: redesigning patient care delivery, merging, developing benchmarks by which they can evaluate and monitor their efforts, reorganizing functions and departments, downsizing staff, and consolidation of services before it became critical to do so. AMS has been a partner in helping our clients make the tough decisions, create new opportunities, control and reduce costs and improve performance.

UPCOMING PROFESSIONAL SOCIETY ACTIVITIES

- Paul Camara, Principal, will speak at the **Clinical Laboratory Management Association** Baystate Chapter's next program. He will present on Thursday, December 14, at Tufts New England Medical Center, Boston, MA.

- AMS will sponsor the **American College of Healthcare Executives Rhode Island Chapter** Annual Meeting and program to be held on January 18, 2018 at the New England Institute of Technology, East Greenwich, RI. **Nicole Alexander-Scott**, MD, MPH. will be the keynote speaker. She has been the Director of the Rhode Island Department of Health since May 2015. To register please go to www.acheri.org.

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RECENT INTERIM MANAGEMENT ASSIGNMENTS
APRIL– NOVEMBER 2017

AMS Interim Management is a combination of consulting and management where AMS runs the department or function. We have been providing interim management recently in the areas below including clinical areas and health information management and compliance.

HEALTH INFORMATION MANAGEMENT AND COMPLIANCE GROUP (HIMC)

Director, HIM	Hospital System, NH
Director, HIM	University Health System, MA
Director, HIM	Community Hospital, MA
Director, Privacy	Academic Medical Center, MA
Manager, Compliance	Academic Medical Center, MA
Operations Manager, HIM	Academic Medical Center, MA
Vice President, Risk Management	State Hospital, RI

SYSTEMS ENGINEERING GROUP (SEG) - CLINICAL

Chief Nursing Officer	State Hospital, RI
Laboratory Operations Manager	Community Hospital, MA
Laboratory Compliance Office	Academic Medical Center, NY

Available for Immediate Placement

Quality and Risk Management Director
HIM and Compliance Director

Please contact an AMS Principal with your request

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