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HAPPY HOLIDAYS TO YOU FROM ALL OF US AT AMS!



There is no more fitting time of the year than now to say “thank you”. We wish all of our clients and readers a very safe and happy holiday season, and a new year of health, happiness, and prosperity.

With the New Year comes new offices for AMS! On January 2, 2020, AMS is moving within our existing building, 25 Mall Road, Burlington, MA, from Suite 325 to Suite 415. Burlington is a suburban high tech center northwest of Boston. Please refer to the Biweekly attachment “It is now 2020” that has our new complete address.

This new suite has been designed in a contemporary style to reflect the energy AMS brings to its work. The space will feature our blue and gray corporate colors prominently in the carpet, paint and cabinetry. We are excited about this move because we get to customize the space, unlike when we came to the building in 2014 and moved into an existing suite with all those things already in place.

Lastly, The AMS corporate office will be closed Christmas Eve Day and Christmas, as well as New Year’s Day in celebration of the season. *Peace on earth and good will to all!*

AMS REVAMPS SUPPLY CHAIN NON-LABOR BENCHMARKS

Ten years ago labor costs were 60% of the health system budget and non-labor/supply costs were 40%. That same ratio breakdown has remained in place today. Ten years ago AMS tracked 28 non-labor benchmark metrics in five areas. In 2020 our new program will track 30 metrics in 7 areas, with Population Health/Social Determinants of Health Expense being one of those new key areas added.

The research was conducted in 2019 at eight hospitals and was led by Pat Corvino, Vice President, Supply Chain. From this research, Pat formed two conclusions as to what has changed for hospitals and health systems today vs. 10 years ago: data issues and Group Purchasing Organizations.

Data Issues-the AMS methodology is a 13-step process, and the analysis is a combination of computer-assisted and human review. Almost 40% of the hospitals had data errors and omissions in the data.

Changing GPOs-the mergers and acquisitions out there have made vendors and suppliers more aggressive. A formal analysis to consider changing GPOs usually

results in a better deal for the organization even if the health system doesn't change GPOs.

For more information contact Pat Corvino at pcorvino@aboutams.com or Alan Goldberg, Principal and President, at agoldberg@aboutams.com.

HAVING THE SAME NAME AS OTHER PEOPLE IS A CAUSE OF MEDICAL ERRORS

NAME ALERT

**Two patients
with same name**

We don't think when the Beatles sang "You Know My Name (Look Up The Number)" that they knew they were giving excellent advice to check the medical record number to prevent a major source of medical errors. Since 1999, Congress has prohibited the use of appropriated funds by the US Department of Health and Human Services (HHS) to "promulgate or adopt any standard for a unique health identifier until legislation is enacted". This limitation is a barrier in accelerating and scaling effective patient matching solutions. Yet, the 21st Century Cures Act requires the Government Accountability Office to find solutions to reduce matching errors. In June, the US House of Representatives adopted an amendment striking language so that HHS can work to evaluate a range of patient identification solutions. However, in September, the ban was not overturned in the Senate.

Without the ability of clinicians to correctly connect a patient with their medical record, medical errors will continue to needlessly occur. This has been touted among the top ten threats to currently patient safety.

For more information contact Lynn Mancini, Vice President, at LMancini@aboutams.com.

SUPPORTING HEALTH CARE'S PROFESSIONAL ORGANIZATIONS



In addition to AMS staff membership in professional society activities and attendance at society meetings, participation on committees and sitting on boards, AMS is proud to be a corporate member of:

- the **Massachusetts Health and Hospital Association (MHA)**,
- the **American College of Healthcare Executives Rhode Island** and
- the **Association of Health Care Solutions (AHS)**.

AMS is also pleased to support many professional societies including:

- the **Organization of Nurse Leaders (ONL) for Massachusetts, Rhode Island, New Hampshire, Connecticut and Vermont** through meeting and directory sponsorship;
- the **Massachusetts Health Information Management Association (MaHIMA)** through sponsorship of the Annual Dot Wagg Legislative seminar; and
- the **American College of Healthcare Executives of Massachusetts** through promotion of events.

It is now

2020

Welcome to the roaring twenties of healthcare, where health leaders will face their greatest potential challenges.

AMS: Data, Experience, and History

- Providing operational consulting in all settings: inpatient, ambulatory, and physician practices.
- Creating and implementing labor resource benchmarks and workforce analytics for efficiency monitoring.
 - Developing staffing plans by skill level for implementation assistance.
 - Providing support in the budget development process.
 - Experienced interim management staff available.



Productivity Benchmarking • Operational Consulting • Budget Development/Analysis • Interim Management