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AMS NEWSLETTER RESTARTS

The AMS *Biweekly Report* was suspended, like most other things, both professionally and personally, when the pandemic took over all of health care. Up to that time the newsletter was distributed to thousands of past, present, and potential clients both by mail and electronically. In restarting our newsletter, it will now only be available electronically.

SPECIAL NOTE TO ACHE-MA MEMBERS-AMS has added you to our mailing list as the newsletter often has stories and information about ACHE upcoming conferences and events. In this issue, you will find ACHE news on the next page. If you would like to be removed from the list, please email Kim Seward, Administrative Coordinator, kseward@aboutams.com.

PANDEMIC IMPACT AT AMS: CLIENTS FOCUS ON THE MANAGEMENT OF LABOR COSTS

Michael Foley, Principal, was ahead of his time when he stopped shaking hands years ago. As a registered pharmacist and management engineer, Michael knew ‘not shaking hands’ was an effective infection control measure. “Before Covid-19 some clients would be surprised by this,” said Michael “but after hearing my explanation and jokes, they understood.”



In the last ten years, AMS has implemented its labor benchmarking staffing guidelines for over 200 health care organizations. By using our own management systems engineered labor benchmarks developed, implemented, and kept up to date down to the work function level, these organizations now have an AMS ‘treasure map’ to follow that identifies how to align staffing with changing volumes and guide necessary decisions of furloughing and reducing the workforce.

How did the pandemic change the focus of our work? Starting in mid-March, suddenly trips to clients all over the country were cancelled. Although the scenery changed for AMS staff as onsite client work and meetings became virtual ones now conducted from home offices, the scope of the work didn’t change it at all. The AMS work focus continued to be on labor resource benchmarking.

One example of a Covid-19 driven project was a team of AMS consultants who worked between April-June 2020 and identified hundreds of FTEs that were reduced from a large health system saving \$45 million. AMS continues working with this client to make certain ‘FTE Creep’ doesn’t restart in the organization and they attain and maintain the recommended staffing levels.

For more information please email an AMS Principal: Paul Camara at pcamara@aboutams.com, Michael Foley at mfoley@aboutams.com, Alan Goldberg at agoldberg@aboutams.com, or Jennifer Schuster at jschuster@aboutams.com

ACHE-MA 2020 EDUCATION SERIES: BUILDING HEALTH CARE FOR THE FUTURE



As we are in the last quarter of the calendar year, Bob Dylan’s old song “The Times They Are a Changing” certainly seems current. A year ago in the *Biweekly*, we talked about the coming year 2020 with change focusing on the **Social Determinants of Health**, saying studies show that overall health is about 60%, primarily determined by the social, economic, and physical conditions in the environments in which people live, learn, work, play and worship. Social Determinants of Health include housing, food availability, education access/quality, job opportunities, healthcare access, public safety (crime and violence), transportation, recreational opportunities, social supports, and social stressors (such as racial and other forms of discrimination).

As the Covid-19 pandemic merged individual and societal needs, providers, healthcare leaders, insurance companies, government, and citizens did what had to be done despite all the existing barriers. The entire healthcare community came together to innovate and effectively transform care as never before. Healthcare organizations focused on their missions, temporarily disregarding the skyrocketing treatment expenses and loss of revenue that are significantly impacting their financial viability.

We also witnessed daily humanism and heroism in every community and organization. Doctors, nurses, provider teams, support staff, and essential workers rose to the challenge, putting their own lives and health in jeopardy beyond normal limits.

In that spirit, ACHE-MA has converted its major Fall conference,

Building Health Care for the Future, to a virtual major conference series exploring:

- Why we must redesign our healthcare system and what this will take.
- What leading organizations, states, and countries are doing to provide superior care to all at a lower cost.
- The changing expectations and demands of patients and the public.
- A roadmap for the healthcare system of the future.
 - **Session One: Closing the Racial and Socioeconomic Divide-Reimagining a Health Care Delivery system that addresses the needs of all Americans.** Tuesday, November 10 at 5-7 PM
 - **Session Two: Closing the Innovation Gap-How Covid-19 Will Accelerate Digital Transformation and Drive a More Value-Driven Approach to Health Care Delivery.** Tuesday, November 17 at 5-7 PM
 - **Session Three: Closing the Payment Gap-Fundamental Transformation in Health Care Delivery is Predicted on Innovation in Payment Models.** Tuesday, December 1 at 5-7 PM

For more information, please go to the ACHE-MA chapter web site <https://www.eventbrite.com/e/building-healthcare-for-the-future-ache-of-mas-fall-conference-series-tickets-125543246229>