

SUPPORT SERVICES

NEWSLETTER

"Sometimes you can observe a lot by just watching." Yogi Berra

February 2007

Upcoming Events.....



A Training session for facility bookkeepers will be scheduled in Galesburg, date to be announced.



Activity Directors training is being scheduled. Tentative dates are April 10 & 11 and April 24 & 25. Dates and locations will be announced as schedules are finalized.



The move of Support Services offices is targeted for mid-February. Accounting offices will move shortly thereafter. The move of the construction offices will complete the relocation of all groups into one common location. The new address will be 285 S. Farnham Street. This building was formerly the Allen Park School.

Administration



Changes to security settings for the Achieve system are being reviewed and changes will be made to provide the needed security for our clinical and financial software. Templates will be set up for each function. This will allow for ease of providing access for employees determined by their job function. This will also provide for consistency throughout our organization as to who has access to perform certain functions. Once the templates have been completed and assigned, anyone wishing to have additional access should contact Matt Hails if it is for clinical access or Jon Zellmann if it is for financial access. Each request will be reviewed for appropriateness. If it is deemed the need is justified, the template will be changed, thus allowing individuals performing that function at all locations to have access. This will require additional training and understanding by these individuals of the impact of any new entries they are allowed to perform. The purpose of the template is not to tie the hands of the facilities; it is to protect the integrity of the data, both clinical and financial, that impacts the operation of our company.



Reminder: Proper floor care is essential to the appearance of our facilities. Potential residents, family members, and surveyors form an opinion of our overall services partially on the way we maintain our homes. Only the approved products should be used for floor care.



Proper documentation is a necessary and critical part of resident care. Utilization of the approved methods and relevant forms is mandatory. Everyone should be reminded that anyone finding a problem with the current methods or forms should contact the Administrator to discuss having a change approved. Individuals should not become a "Rambo" and begin making unauthorized changes. The Administrator should review the recommendation and if merited, present the proposed change to either the Regional Director of Operations or to the appropriate Support Services staff member. The suggested changes will be reviewed and if approved will be incorporated into training program. All pertinent forms will be revised to reflect the change.



Proper evaluation and coding of diagnosis has an impact on the amount that can be billed for services. Remember, when in doubt, ask for assistance.



A major goal for all facilities is to reduce the aging of their Accounts Receivables and to eliminate write-offs of accounts. This can be accomplished through a concerted effort to bill accurately, in a timely manner, and then to follow up on delinquent accounts regularly. Dollars that are billed and are sitting in Accounts Receivables can be misleading. The older the amounts in AR get, the less collectable it becomes. Account balances that have to be written off as uncollectable represent a loss of revenue. These dollars represent services we incurred an expense to provide without receiving any reimbursement.



All employees must follow company policy regarding recording their time worked. This policy and form should be reviewed with all employees. Adherence to the policy should be monitored. Anyone identified as not properly recording their time should be counseled as to the consequences of continued failure to comply.

Maintenance Reminders



Many water related problems can be prevented through proper maintenance of water softener units.