Overview of Services

Milestone Healthcare is a leading national management and consulting firm assisting hospitals and post-acute providers to establish new or improve existing programs in your continuum of care. We provide customized services to meet your needs from consulting to full-service management in post-acute care programs and all of its components including:

- Skilled Nursing
- Inpatient Rehab
- Inpatient Psychiatry
- Senior Behavioral Health
- Swing Bed
- LTAC
- Therapy
- Home Health
- Hospice
- Outpatient Services.

Existing Unit Performance Improvements

*Provide resources and expertise for improved and sustained positive outcomes both clinically and financially*

- Financial Review
- Operational Metrics
- Referral Development and Admissions
- Clinical Performance and Documentation
- Bed Demand and Expansion
- Specialty Program Feasibility and Development

Operations

- Programmatic offerings
- Regulatory Standards
- Personnel Effectiveness
- Staffing Models
- Productivity Standards
- Evidence based performance metrics
- Performance analysis and monitoring
- Strategic Planning
- Policy and Procedure Analysis and Review
- Program Operation Manuals
- Case Management

New Facility and Unit Start-up and Implementation

*Implementation strategies, tools, education and support*

- Determining bed size (internal and external demand studies)
- Space Planning
- Specialty Program Feasibility and Development
- Interfacing with departments for hospital-wide service line coordination
- Implementation resources including customized policies and procedures, staffing models, medical record templates, and team orientation manuals

Clinical Services

- Effective documentation strategies
- Audit tools
- CMS Appeal Process
- Physician Documentation
- Medical Consulting
- Medical Director Compliance
- Medical Records review
- Clinical Documentation auditing

(continued)
Overview of Services

Marketing
• Referral patterns
• Referral source development
• Census development
• Admission criteria and discernment
• External Admissions/Market Analysis
• Patient Volumes
• Promotional collateral

Reimbursement and Financial Resources
• Financial Analysis
• Revenue projections
• Internal/external demand studies
• Pro forma indicators and projections
• Coding and Billing Integrity
• Strategies for bundling
• ACOs
• Patient Impairment Group/Diagnosis Mix
• 60%/40% Attestation
• RA Review

Technology
• National rehab database access
• Advanced electronic charting/intake tools
• Proprietary Tracker software system that monitors operational, clinical and financial outcomes including:
  — Case Mix Index
  — Reimbursement
  — Length of stay
  — Outliers
• Identifies clinical audits
• Track denials and appeals progress
• Secure access
• Facility performance vs. national standards
• CMS compliance

Therapy Services
• Programmatic offerings
• Regulatory Standards
• Patient Volumes
• Performance measures

Training, Education, and Resources
• CRRN Preparation
• Rehab Nursing
• Psychiatric Nursing
• Behavioral Health Education
• SafetyCare Training
• Training of advanced clinical practices
• Educational resources geared toward successful patient outcomes
• Webinars
• Leadership orientation and training
• Regulatory Changes
• Survey Preparation/Readiness
• Clinical documentation education and effective strategies
• Customized staff orientation/education
• Coding and Billing education and support
• Marketing/Sales Training
• IRF/PAI Education
• FIM Training

Staffing and Recruiting Services
• Permanent Placement/Recruiting
• Contract and Per Diem staffing
• Interim Program leadership
• Recruiting and retention strategies
• Physician/Medical Director Recruitment
• Locum Tenens

Ready to learn more?
Contact our business development department at 800-926-2388 or visit our website at www.milestonehealth.com.