



YOUR POST-ACUTE PARTNER

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.

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

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

Clinical Services

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

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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

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

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

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.