

## Cost Control

### Strengthening the Bridge Between Healthcare Cost Controls and Quality of Care

This HFMA self-paced program offers operational process methodologies to help...

- Develop cost control improvement strategies
- Measure and monitor outcomes for a fresh perspective on overhead management
- Identify opportunities to reduce length-of-stay without jeopardizing patient care
- Understand The Joint Commission's (formerly JCAHO) process improvement standards
- Reduce excess labor costs during staffing shortages
- Improve productivity to manage labor costs
- Create better work environments

### Cost Control E-Learning Offers...

- One educational course with 16 distinct lessons lasting 15 minutes each
- Scheduling convenience via 24/7 Internet access – at work or home
- An easy-to-use, interactive format
- Refresher or new employee education
- Industry, peer-approved training
- Employee course tracking and customized reports
- **Free** content updates
- Course certificate awarded upon completion

### Learn How to...

- Reduce supply chain expenses
- Implement new processes using the FOCUS-PDCA (Plan Do Check Act) Cycle, the founding quality improvement methodology
- Limit medication errors and liabilities
- Establish controls and techniques to test and measure the new processes, define key benchmarks and illustrate growing progress
- Enhance patient satisfaction...and more!

### Intended Audience:

Low to mid-level managers and supervisors who manage staff within a specific area such as patient access in the emergency department



**Your plan is right – let your focus on quality drive cost reductions!**

### Develop Big Picture Visions with Your Clinical, Operations and Finance Teams

Effective healthcare cost management requires a long-term strategy with progressive and realistic short-term tactics to move your organization in the right direction.

Clearly, success on containing and reducing targeted costs requires communications, recommendations and support from your department leaders. But where do you begin...and how?

Discover industry-developed approaches to introduce and implement

- New supply chain initiatives
- Balanced staffing programs and
- JCAHO-related process improvements

The combined results can contribute exponentially to the bottom line and help enhance the most significant outcome – adherence to quality patient care.

Explore new insights on how to re-engineer your processes to help sustain premium care levels while keeping your “finances in the black!”

### Topics Include:

#### The Link Between Cost and Quality

- Explains roles in hospital-wide cost control efforts, the connection between cost and quality, and hospital approaches to improve or maintain quality while reducing costs.

#### Key Success Strategies for Performance Improvement (PI)

- Identifies the eight (8) factors for performance improvement, how to engage hospital leaders and stakeholders, the necessity of reliable data, and physician and hospital staff roles.

#### A Step-by-Step Approach to Performance Improvement (Parts 1 & 2)

- Details systematic approaches to performance improvement and real-time applications for FOCUS-PDCA.

#### Basic Steps of Process Improvement

- Explains the four (4) basic steps for process improvement and tips for maximizing the effectiveness of those efforts.

#### Identifying Improvement Opportunities

- Details the Pareto Principle and how to use it in identifying improvement opportunities, mining data and root causes.

#### The Role of Measurement in Process Improvement

- Discusses the three (3) uses for measurement in clinical process improvements, features of a good quality measure, and steps to make process improvements more effective.

#### Three Steps to Improved Productivity

- Explains why productivity is important to profitability; how to enhance staffing forecasting needs, current labor ratios and labor ratio goals; and how to develop a system of departmental productivity standards.

#### Reducing Labor Costs During a Staffing Shortage

- Offers insights on how haphazard staffing cuts can negatively impact patient care, how historical nursing cuts and re-engineering can contribute to nursing shortages, the significance of staff retention, and strategies to reduce labor costs.

#### Staffing Techniques For A Better Bottom Line

- Provides perspectives on the value of respecting, coaching, empowering and supporting employees.

#### Clinical Quality Improvement

- Reviews how improving quality patient care can reduce costs, how to reduce patient complications and manage social issues, and how accurate clinical care documentation affects payment.

#### Information Technology: Merging Financial and Clinical Process Improvement

- Defines the roles of integrated clinical and financial databases and electronic medical records in system integration, and the benefits of computerized physician support systems.

#### Reducing Medication Errors

- Explains how medication mistakes affect patient safety and the cost of care, and how hospital patient safety programs can help.

#### Reducing Supply Costs

- Details how much of a hospital's budget is devoted to supplies, how to improve hospital supply chains, and how to manage rogue supplies purchases.

#### Cutting Costs By Improving Quality

- Discusses the significance of merging clinical and financial processes to improve patient care and the bottom line.

#### How Patient Care Affects Costs (Parts 1 & 2)

- Identifies the core components and principles of care-based cost management (CBCM) strategies.

### For More Information Contact:

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[www.hfma.org/events/e-learning](http://www.hfma.org/events/e-learning)

#### Technology Specifications

All HFMA e-Learning programs minimally require 32 MB RAM and a 266 MHz processor or higher. The system should use Microsoft® Windows® 95, 98, 2000, XP or 2003. The most optimal viewing browser is Microsoft® Internet Explorer® Version 5.5 or higher from a PC system. If you have a different system configuration or Internet browser, contact HFMA to confirm if it will work with this program.

#### About HFMA

The Healthcare Financial Management Association (HFMA) provides the resources healthcare organizations need to achieve sound fiscal health in order to provide excellent patient care.

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