

Program Titles

(Programs can be delivered on-site as part of breakout sessions or keynotes)

Program #1

How to Understand and Control Costs with Activity Based Costing

Providers must be prepared to deal with pending changes and reductions to reimbursement. Controlling and managing costs is the key to long-term survival and growth.

Activity based costing is a concept that HME providers can use to gain a deeper understanding of the true costs of activities and tasks that make-up processes such as intake, distribution, delivery, documentation, and billing.

Applying activity based costing concepts can help providers assess the profitability of Medicare bids, payer contracts, and other related activities.

What attendees will learn:

- How to calculate activity costs, monitor, and manage activity-related costs
- How to accurately assign costs
- How to identify improvement opportunities using an ABC approach
- How to assess and identify core activities within processes
- How to assess productivity and volume when assigning costs
- How to determine the true costs of processes, activities, and tasks
- Assess payer/service line profitability and serviceability

Program #2

10 Ways to Improve Any Process/Workflow and Get Results That Last - Program
length is 1.25 hours

Have you struggled with getting movement on a process improvement effort? Do you and your team keep coming back to the same old issues again and again?

Chances are you are making one (or more) of the common mistakes associated with stalled process improvement efforts.

Whether you are trying to improve intake, delivery, confirmation, inventory, purchasing, or a billing process, understanding effective and proven process improvement techniques can help ensure your success. Our approach is focused on improving efficiency, productivity, and process performance.

What attendees will learn:

- How to define and measure success
- How to identify (and reduce) waste and inefficiency within processes & workflow
- How to structure, execute, and manage process improvement initiatives
- Basic project management tips and techniques
- Common mistakes associated with failed projects
- How to get people to perform consistently and follow the process
- The role of leaders in driving consistent process performance
- How to hardwire vital behaviors and ensure consistent performance
- How to respond (and fix) process breakdowns

Program #3

Optimizing Front-End Operations Using Lean Techniques - Program length is 1.25 hours

An efficient, error-free intake process is the key to a successful HME operation. From initial information gathering to documentation and insurance verification - it all starts on the front-end.

This program will show owners and leaders how they can effectively implement proven lean techniques, tools, and tactics within their front-end operations that can help improve workflow, reduce errors, and minimize rejected claims.

This program will also demonstrate how other HME providers have successfully improved their intake processes using simple, yet powerful lean tools and techniques.

What attendees will learn:

- Learn how to deploy effective "filters" to prevent reject or delayed claims
- Learn how to design and implement standard work to ensure process consistency
- Learn how to use effective and proven techniques for improving point-of-service co-pay collection
- Understand how to create an efficient self-audit/QA step that can prevent "bad" work from being passed downstream
- Understand which specific lean tools and techniques can be applied to help prevent errors (and costly rework)!
- A review of real-world examples of efficient intake/customer service operations and best practices from successful HME providers
- Learn how to identify and implement process level metrics to help improve monitoring and management of core intake/customer service processes

Learn how to identify common forms of waste in front-end operations (and how to minimize waste)

Program #4

Lean and Efficient Warehouse Operation - Program length is 1.25 hours

The typical HME warehouse is burdened by waste - waste in the form of errors, excessive time spent searching for items, and the waste of motion, movement, and rework.

This informative session will explore how you can begin to implement basic lean techniques into your warehouse/distribution operation that can help you reduce costs and improve overall efficiency and flow.

What attendees will learn:

- Effective layout of warehouse (floor plans, shelving layout, etc...)

- Shelving, labeling, and storage techniques designed to enhance flow and organization
- The typical forms of waste within a HME warehouse - and how to minimize the waste
- How to maximize the use of visualization, color-coding, and identification schemes

Learn how to apply 5S and how to sustain the 5S environment - keeping a neat, clean, and highly organized warehouse operation

The session will use photos and best practice examples to help reinforce the key learning objectives. Attendees will have access to tools (forms, templates) that can use to help them apply what they have learned in this session

Program #5

Effective Hiring, Interviewing, & Retention Practices for HME - Program length is 1.25 hours

This webinar will introduce attendees to effective concepts and tools that will help them make smarter hiring decisions - as well as help them retain talent - all designed to help HME providers reduce the costs associated with turnover and poor hiring decisions.

What attendees will learn:

- how to improve the hiring process
- Understand how to use behavioral based interviewing techniques – designed specifically for HME providers
- Understand the economics of poor hiring practices and employee turnover
- Understand the real reasons why employees leave
- How to implement easy and cost-effective retention tactics and strategies

Program #6

Essential Skills for Front-Line Leaders – The Key to High Performance - Program length is 1.25 hours

Well-managed businesses do many things well - but they are particularly good at developing and leveraging front-line leaders (supervisors, team leaders, coordinators, and leads).

It takes more than just being focused on process improvement and smart workflow - it takes competent and effective leadership.

Regardless of how "smart" or how well-designed your processes are, it still takes people to consistently perform and drive results. Leadership is one of the most important factors to true organizational success.

Attendees will learn:

- The core competencies of highly effective front-line leaders
- Tips and techniques for developing front-line supervisors and team leads
- The leader's role in process and performance improvement
- How to maximize the performance of your employees
- How smart leadership can help improve financial performance
- Tips for reducing "leadership variance"

Testimonials

Chris,

"This was an exceptional webinar. You got me and my staff pumped up. I would love a copy of the presentation and information on any other available education in this area. My experience in the past has been that most webinars offer a few good pieces of information and with luck the price of admission might worth it. With your class I could not write fast enough and every word seemed valuable. Thanks, it is a good feeling when I get my money's worth."

Jim
CEO
In Home Medical inc.
9527 Sandifur Parkway
Pasco WA 99301

"This was the best webinar I have ever watched. Could we get any of the tools available. We are re-doing our warehouse".

Thank you,

Sherry Godfrey, RN, C.Ped. General Manager

Chris:

"First of all, your seminar was the best I attended at MedTrade. I hope you left with many contacts and potential consulting jobs. Please e-mail the tools you mentioned during the program."

Regards,

Ralph McBride, R.Ph., MBA
Vice President
Advanced Home Care

Hey Chris,

"Great webinar again today. Like I was saying at the end of the call today, this is the best HME Industry webinar series I've ever seen. Thanks for creating such a useful presentation".

Joey Graham
GulfMed

"Chris, I just completed your course on Lean Thinking...truly fantastic stuff. your presentation already has me thinking about our processes. Could you please send me the articles and your presentation from today"?

Thank you very much.
Respectfully,
Michael Speidel, NHA