

ARE YOU SATISFIED WITH YOUR FIVE-STAR RATING?



ZIMMET HEALTHCARE SERVICES GROUP, LLC

INTRODUCING

ZHSG Five-Star Improvement and Oversight Service

FIVE-STAR IS YOUR BOTTOM LINE

Five-Star directly influences provider referrals - a superior rating drives participation in preferred networks and select CMS innovation programs. Your facility's score can make or break relationships across an array of facility stakeholders and, as importantly, shapes the public's first impression of your brand.

YOU CAN DO BETTER AND SUSTAIN A HIGHER RATING!

Zimmet Healthcare has combined our advanced analytics with clinical/operational guidance to help our clients realize their Five-Star goals. Our experienced consultants monitor and analyze system changes and updates in all three Five-Star domains: Health Inspections, Staffing and Quality-Measures.

This is not another software program! Our team collaborates across departments to craft a strategic plan targeted to your Five-Star needs. By identifying both internal and external drivers of your ranking, we facilitate adjustments to processes and reporting. Our experts engage directly with leaders throughout your organization and carefully monitor ongoing, goal-oriented progress.

DATA-DRIVEN CONSULTING

Working directly with our partner facilities' clinical and operational teams, our consultants leverage the firm's thirty-years of experience in SNF reporting, quality improvement and survey management. We support staff by guiding improvements that impact change throughout the Five-Star system. You receive the most efficient paths to measurable results.

STRATEGIC ADVISORY SUPPORT

We also support relationships with investors, REITs, lenders, and insurers to ensure your business objectives are enhanced, not thwarted by Five-Star performance metrics. CMS' Five-Star Nursing Home Rating is certain to change, but unlikely to go away. Its impact on your facility's future requires continuous diligence.

Healthcare reform is about more than "bending the cost-curve;" it's about quality and value. Zimmet Healthcare's Five-Star Improvement and Monitoring Service pairs analytics with hands-on professional guidance to ensure your ongoing success.

CONTACT ZIMMET HEALTHCARE TODAY

Email info@zhealthcare.com or visit www.zhealthcare.com

FIVE-STAR OVERSIGHT		FIVE-STAR IMPROVEMENT	
Perfect For	The facility with ratings 3 or above. The facility who operates in a competitive Five-Star environment and cannot risk unfavorable Five-Star ratings.	Perfect For	The facility whose ratings are below 3 and have competitive pressures to improve rating. The facility who needs “hands on” support and high-staff touch.
STEP 1	BASELINE ASSESSMENT: Each Five-Star domain is assessed for risk and opportunity for the facility. Quarterly and yearly facility level goals are established based upon findings and additional assessment.	STEP 1	BASELINE ASSESSMENT: Each Five-Star domain is assessed for risk and opportunity for the facility. Quarterly and yearly facility level goals are established based upon findings and additional assessment.
STEP 2	Meet with the facility to roll out quarterly and annual goals.	STEP 2	Meet with the facility to roll out quarterly and annual goals.
STEP 3	Quarterly staff education as needed to support established goals.	STEP 3	Continuously evaluate CASPER reports for improvement opportunities associated with each Five-Star domain and annual goals.
STEP 4	Off-site monitoring of facility performance on all three Five-Star domains.	STEP 4	Access medical record and any third-party software to improve each of the Five-Star domains as needed.
STEP 5	Annual reassessment of Five-Star performance and reestablishment of goals.	STEP 5	SURVEY DOMAIN: Education to support facility in survey window utilizing our analytics and CMS’ survey protocols. Create facility audit lists. PBJ/STAFFING DOMAIN: Validation of census and projection of HPRD that meet staffing goals. QUALITY MEASURES DOMAIN: Review accuracy of coding for Five-Star Measures. Provide clear goals, education, and oversight for QM Performance Improvement.
		STEP 6	Ongoing staff education as needed to support established goals.
		STEP 7	Annual reassessment of Five-Star performance and reestablishment of goals.

FAQ’s

Q: CAN I SWITCH FROM ONE SERVICE TO ANOTHER?

A: Yes! You can go from Oversight to Improvement at any time. You can downgrade to Oversight after 6 months of Improvement.

Q: WE PURCHASED A FIVE-STAR SERVICE FROM A SOFTWARE AS A SERVICE (SAAS) VENDOR. DO I NEED TO CANCEL?

A: No! We’ll teach you how to better use these services. Unlike a SAAS model, we are the “consultant by your side.” We work with you on better utilizing all your products and services.

Q: DO YOU WORK DIRECTLY WITH MY STAFF?

A: Yes, with pleasure.



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