

DO YOU KNOW YOUR CARE MARGIN AND THE THREE REASONS IT MATTERS

CARE/\$\$\$\$

1

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2

Care Margin

- Accurate care plans
- Charging the appropriate amount for the care being provided
- Providing the right number of staff for the agreed upon care

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3

CARE MARGINS

Margin Target	35%
Care Revenue	\$60,871
Direct Care Labor	\$50,125
Care Margin	17.7%
Variance	(17.3%)



4

Accurate Care Plans

- Regulatory Requirement
- Contractual Obligation
- Staff Training and Accountability
- Determine Appropriate Staffing Levels
- Good Resident Care and Services



5

Charging The Appropriate Amount For The Care Being Provided

- Levels or Points: How Did You Come Up With Your Rate?
- Assessment Tool
- Competitive Analysis
- Cost of Labor



6

Providing The Right Number Of Staff For The Agreed Upon Care

- How Do You Determine Your Staffing Levels?
- Is Your Care Margin Negative?
- Is your Care Staff Overwhelmed?
- Is Your Care Margin Over 35%?
- Do You Need To Add Care Staff?



7

Look Familiar?

- Nurses can't get everything done
- NAC's don't have enough help?
- Need to cut staff due to lack of care revenue



8

What we are starting with

- Care Assessment
- Service Plan
- Care Plan
- All are the same in this scenario
- Doesn't matter if care points or levels



9

Origin Story



- Care margins below what was projected
- Executive Director asked for more points to be added to the assessment tool
- Started with 10% audit
- When finished 3 reviews, found needed to do 100% audit

10

Starting the Audit

- Review of Care Points
- Reviewed nursing documentation
- Reviewed NAC documentation
- Interviewed NAC
- All of the Care plans were missing points
 - Medications
 - Care needs

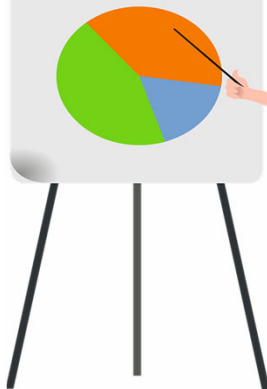


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11

Findings

Result



- Found additional points
- Additional \$20,000+ in care points
- No need to add points to assessment
- Take credit for the work we do

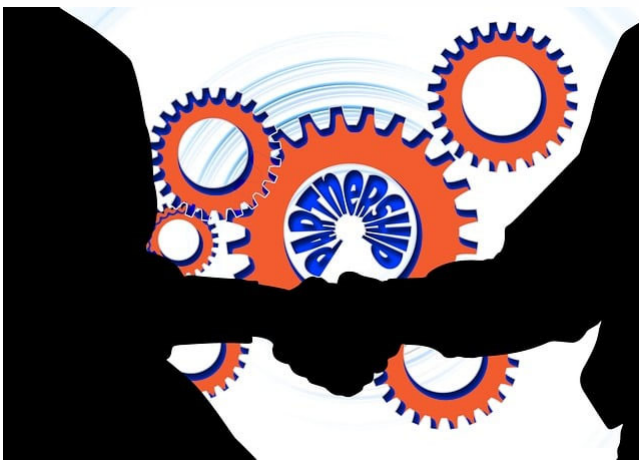
12

Fixing the Errors

- Review Assessment/Care plan tool
 - Does it capture what the resident needs?
- Removed visible points from Care Plan
- Why do this?
 - Found nurses giving benefit of the doubt
 - “Resident only needs occasionally”
 - Review with NAC showed resident needed more assistance
- Education on how to fill out care plan
 - Document what the resident needs
- Include NAC in care points calculation is essential

13

Partnership



- Starts with NAC/Wellness nurse
 - What NAC is doing
 - Who is providing care
- Care conference called with resident/POA
- Nurse talks about care needs, not care charges
- Executive Director/BOM talks money
- Found that most families know that loved one needs more assistance

14

What can this mean to you?

- Increase in care revenue
- Able to see if additional staff is needed
- More accurate care assessments/care plan
- Better outcomes for residents

15

Questions?



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16