

**Post-COVID Productivity:
The 3 Must Do's to Boost Team Efficiency
While **Saving 10 Hours a Week****

Presented by

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Public Health Practitioner

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Host of "The Provider's Edge" Podcast & TV Show


Disclosures

Declaration Statement: I have relevant relationships with ineligible companies to disclose within the past 24 months. I am an advisor for healthcare executives and startup founders on the following topic.

Learning Objectives:

At the conclusion of the session participants should be able to:

- **Gain clarity in your team's growth outcome**
- **Not rely on willpower and reboot your mental immunity**
- **Leveraging the right resources in the right place**



**The #1 factor found in
research for productivity
and employee retention is ...**

APPRECIATION





Dog days of
summer

Workplace productivity

drops by as much as **20%**



Projects take, on average,

13% longer

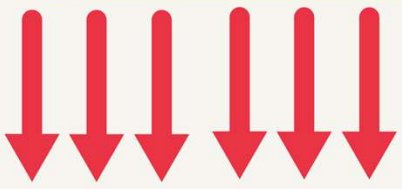
during the

summer months



EMPLOYEE ATTENDANCE

DROPS 19%



during the

SUMMER MONTHS.



Searching for another job
during work
increases by
120%





HOLIDAY STRESS

How **stressed** are Americans During the Holidays?





Why do I care?



How well are you able

TO CREATE TIME FREEDOM


so you can enjoy work and life?

- 1** Not well at all
- 2** I'm constantly feeling chaotic
- 3** I have good and bad days
- 4** I'm mostly able to manage
- 5** I have total control



**Spend hours
at work**

Does this sound like you?



**Lack of
being able
to go on
vacations**

Does this sound like you?



**Unable to
communicate
effectively**

Does this sound like you?



Does this sound like you?

Do you ever wonder if you even made the **right choice** just to feel spending all these years studying **TIRED** and **UNDERVALUED**?

WHAT I LEARNED FROM MY JOURNEY?

I DUG OUT MY OWN THESIS ON SELF-CARE & SELF-EFFICACY,



- REALIZED WITHOUT A 1-1 COACH I WAS NOT SEEING MY OWN BLIND SPOTS.

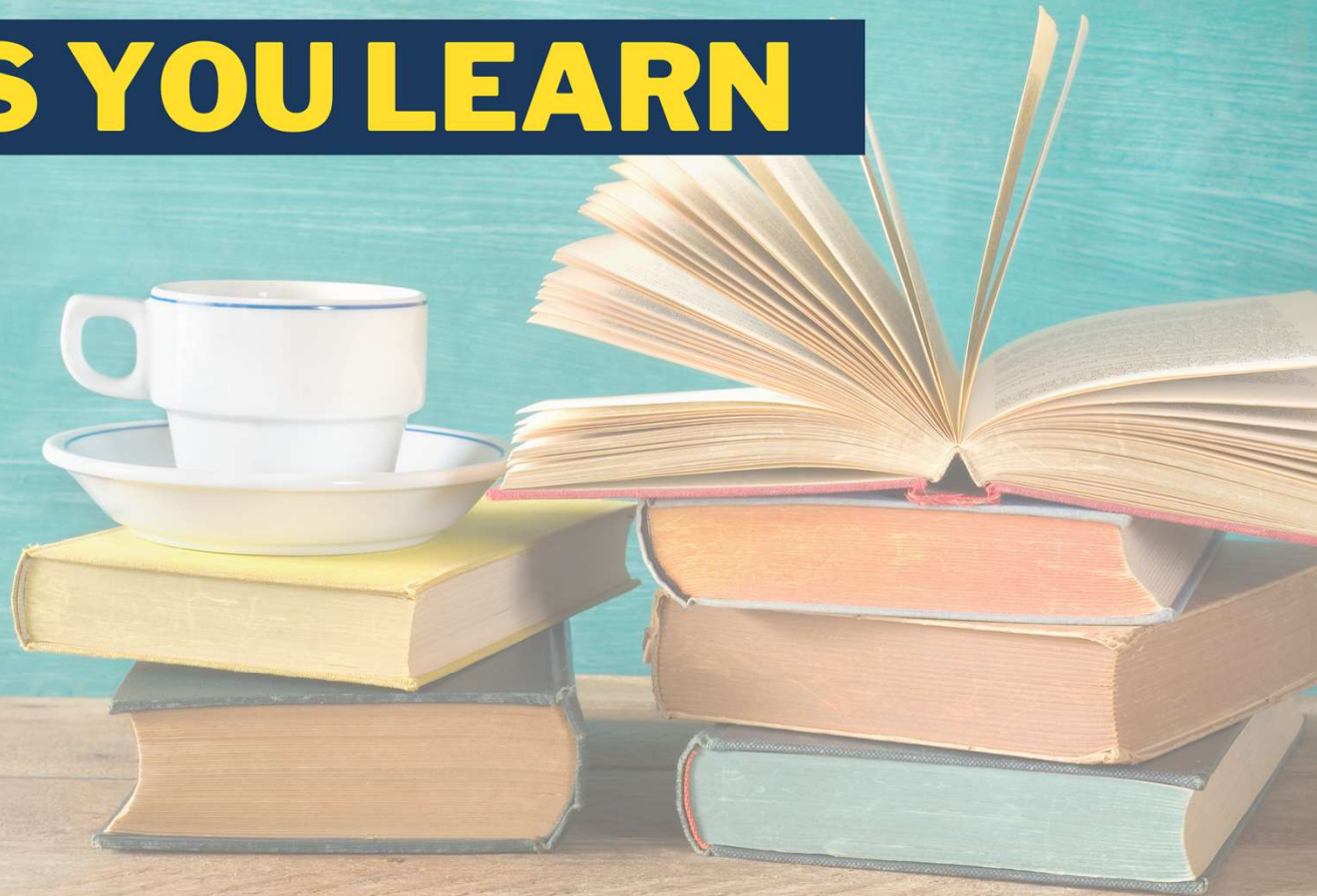


TRIED DIFFERENT SELF-LEAD PROGRAMS BECAUSE MY PRIDE THOUGHT I CAN JUST DO EVERYTHING MYSELF, AND



SOMETIMES YOU WIN

SOMETIMES YOU LEARN



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“

I realized that I don't
want to live to work
but work to live



Life is too
short to be
unhappy.

...



“I believe that you deserve to crush it at work and have an

amazing personal life!”





**Are you ready to have more
time freedom, so you can create
more impact starting today?**

STEP 1

**UPLEVEL YOUR
MENTAL FITNESS**



AWESOME!



FANTASTIC



**HOW YOUR
FEELING RIGHT
NOW?**

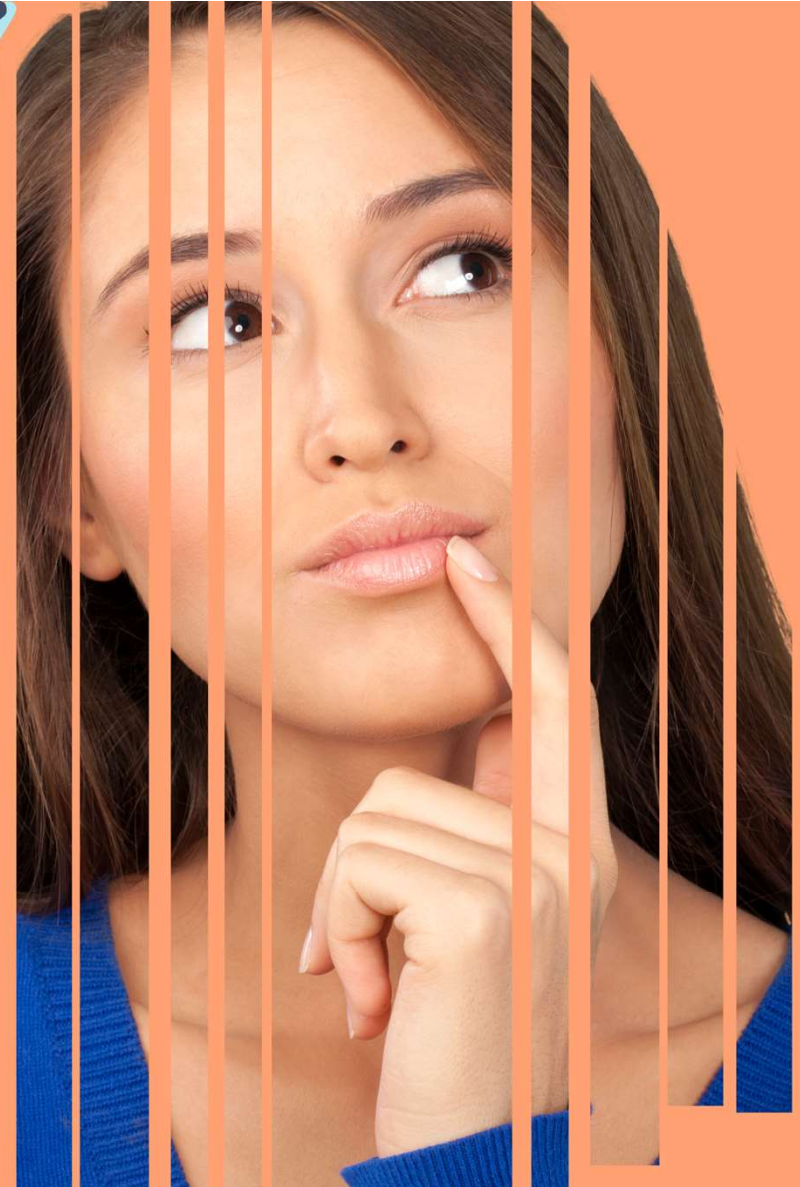
GREAT



AH!



RECALL THE LAST
TIME YOU GOT
REALLY **EXCITED**
ABOUT SOMETHING,
HOW LONG DID IT
LAST?



Self-control, discipline, and willpower

will fail 100% of the

TIME





IT'S NOT ABOUT BETTER
TIME MANAGEMENT

✔ IT'S ABOUT BETTER

SELF MANAGEMENT

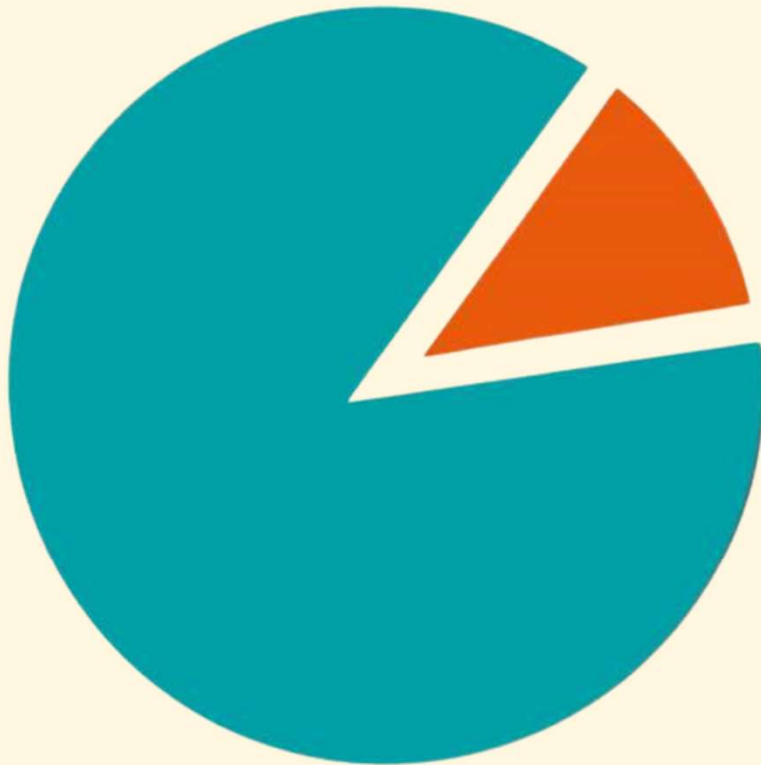
Manage
yourself

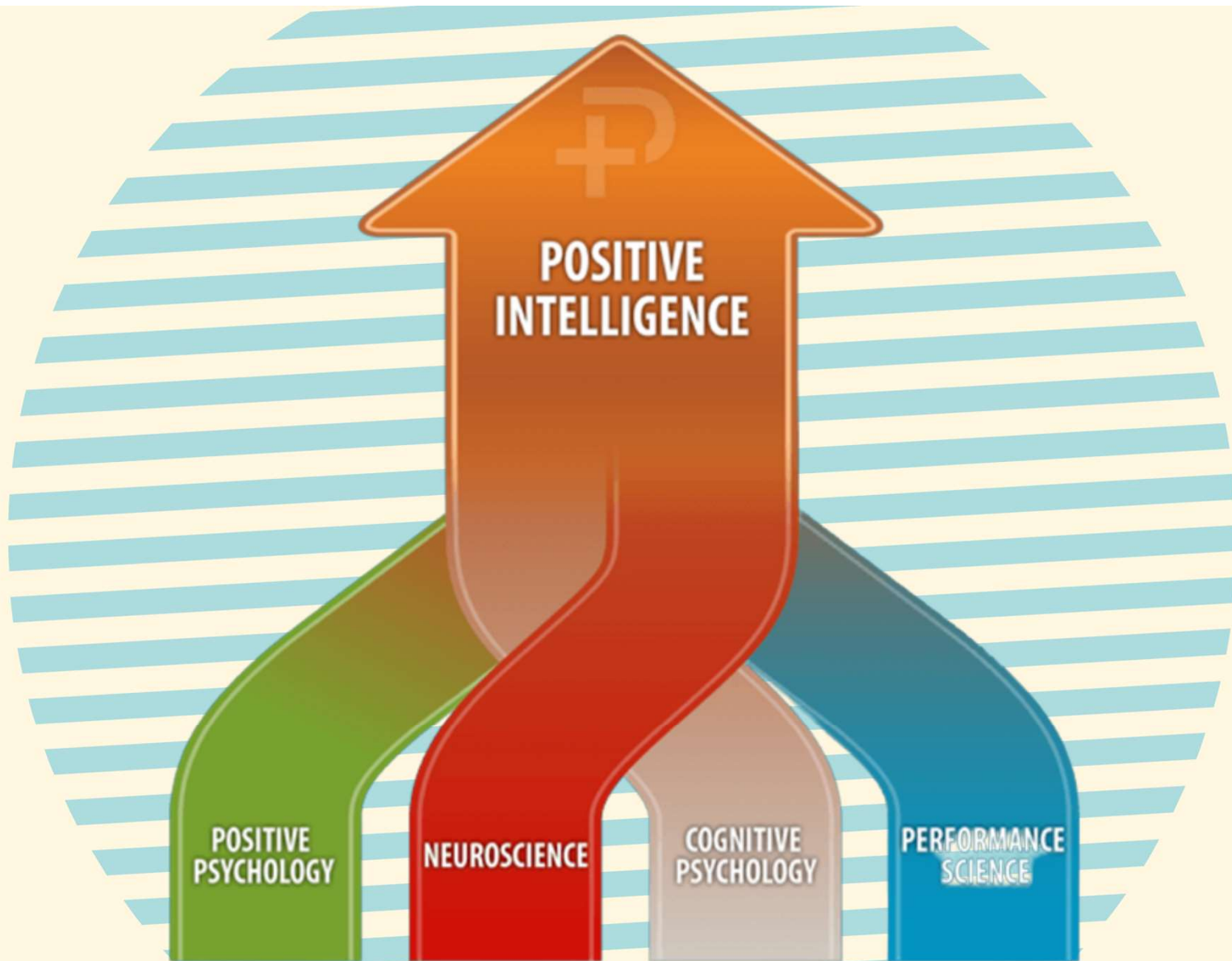
LEARNING

to last



The Impact of Negativity





$$\underline{\text{Achievement}} = \text{Potential} \times \text{PQ}^{\text{TM}}$$

Performance
Success
Happiness

IQ
Skills
Knowledge
Experience
network
EQ

Positive
Intelligence
Score

3 CORE MENTAL FITNESS MUSCLES

**Saboteur
Interceptor Muscle**



Sage Muscle



**Self-Command
Muscle**



**When you can accomplish 80% of your goals,
you would feel?**

1) Awesome

2) Great

3) Okay

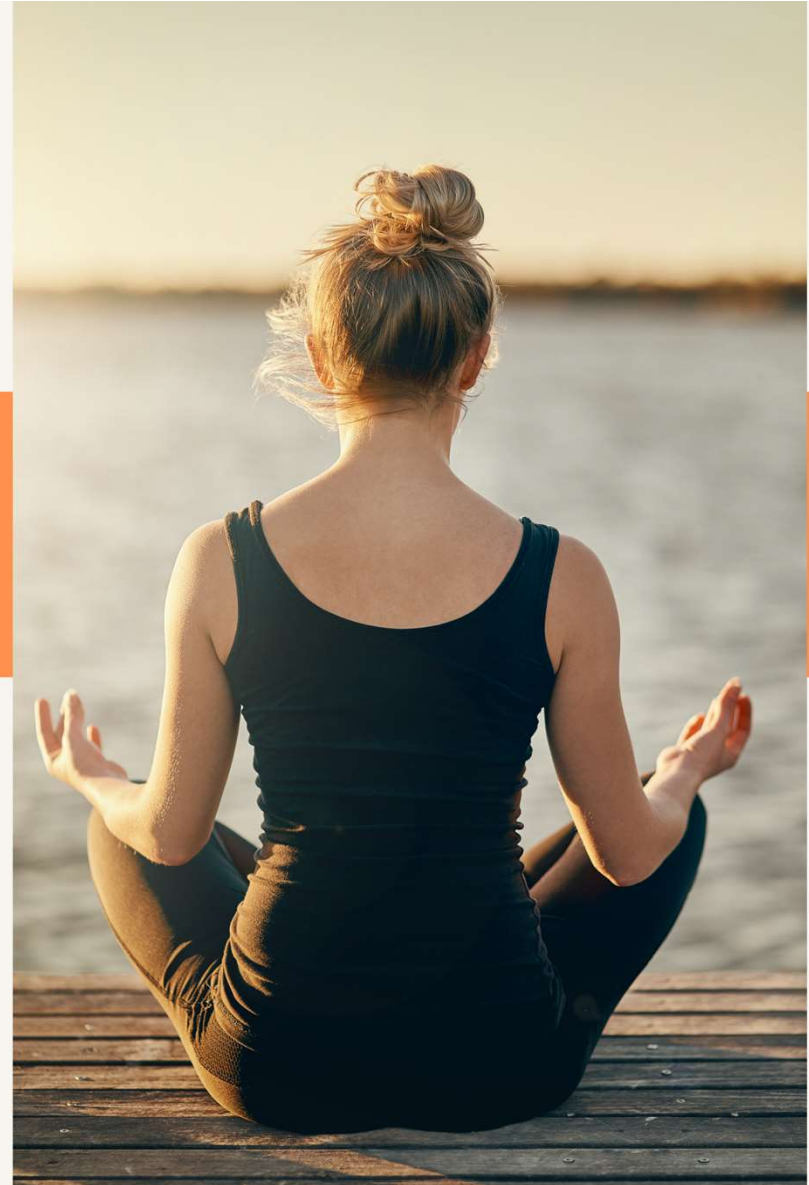
4) So so

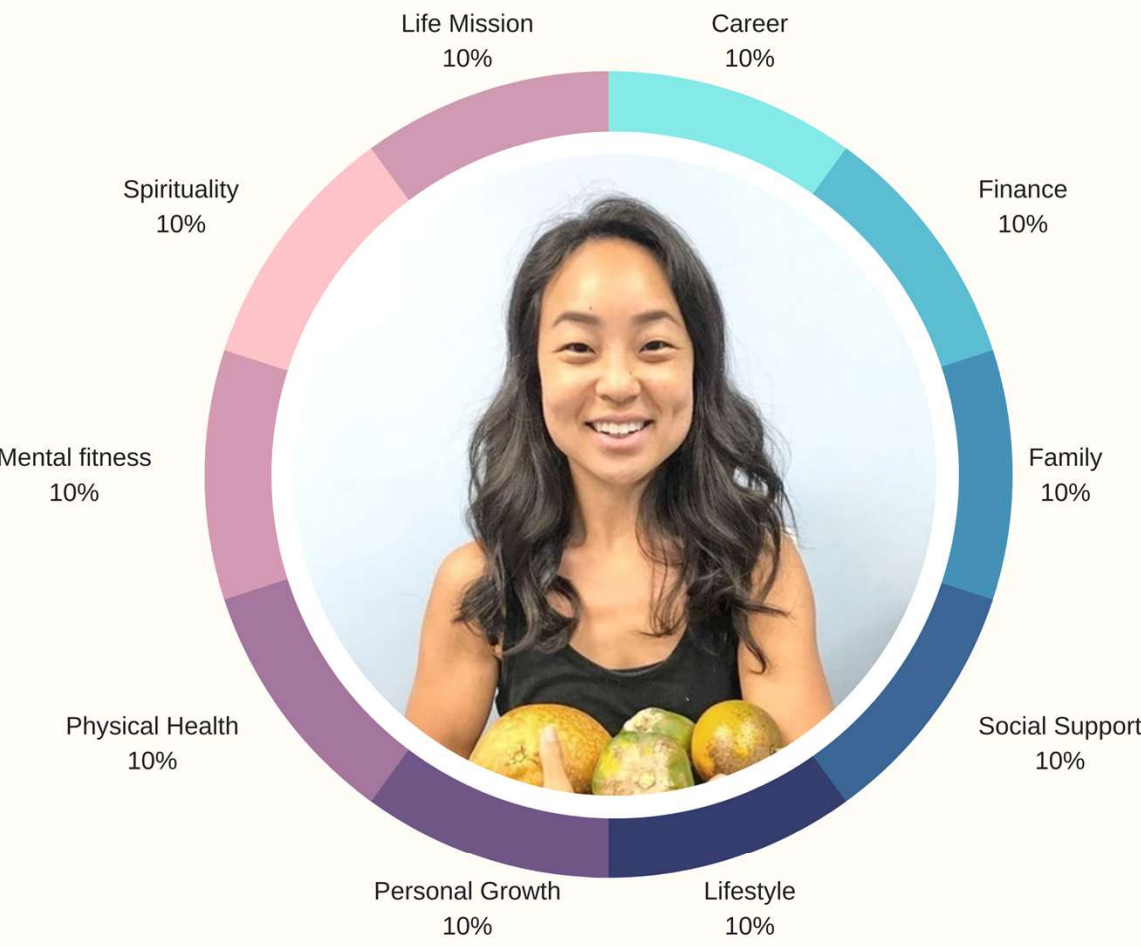
5) Bad

Let's recharge your mental
battery in two minutes!



**Mental fitness is a
daily practice**





Dr. Sara Chong
Founder of Happy Gut Happy Life



What is the **ONE** thing you have to say **no** to?

STEP 2

Uplevel your team



How well are you able

**TO CONNECT WITH THE
RIGHT PEOPLE**

in your practice right now?



**On a scale of 1-5, 1 being not well at all.
5 being able to make an instant connection.**

WHICH ONE WOULD YOU PICK?



YOU WILL GET
\$10,000 TOMORROW

VS



YOU WILL GET 1 PENNY TODAY
THAT WILL 2X DAILY FOR THE
REST OF YOUR LIFE

**This is how you and
your team can last
longer, keep up with
your *momentum*, and
continuously to enjoy
your work**



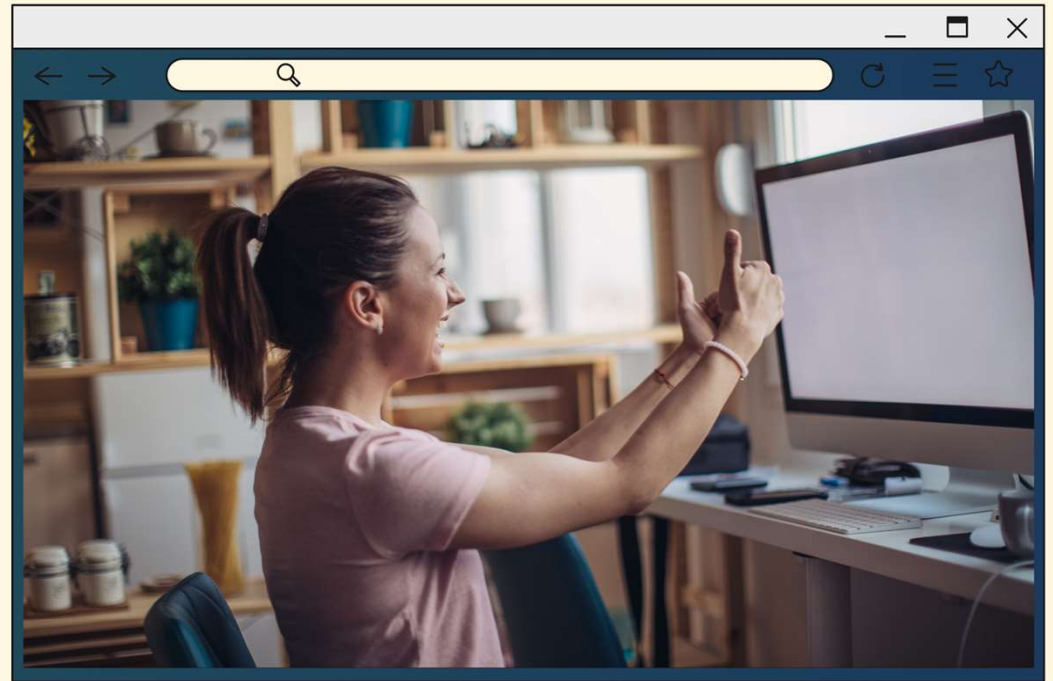
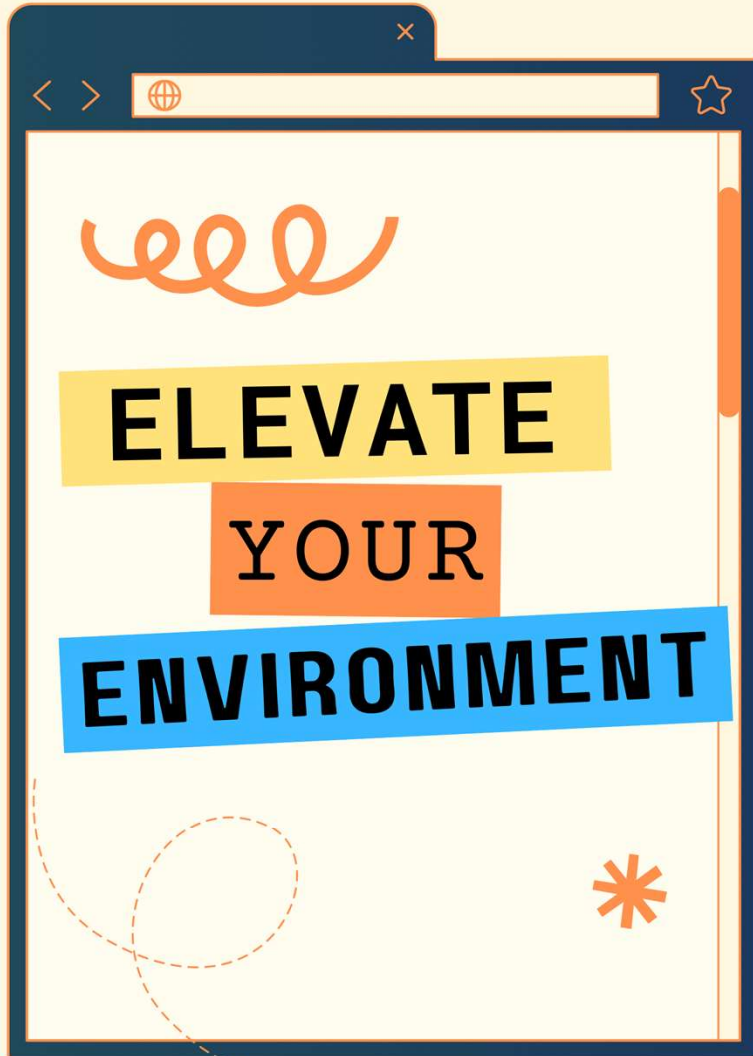
If your circle of friends

DO NOT INSPIRE YOU,

you don't have a circle,

YOU HAVE A MENTAL CAGE

- Sabrina Runbeck





A study also found that **80%** of the care coordination work are made up by patients who have at least **1 chronic disease**.

Are you surprised by this?

Chronic diseases affect approximately **133 million** people or more than **60%** of the total population per CDC.

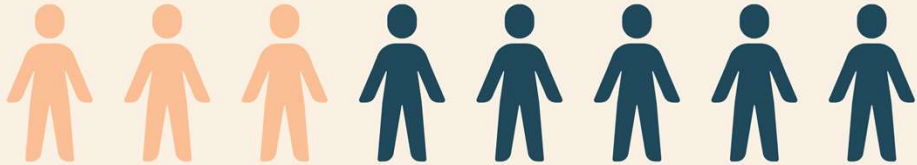
2020 Medicare and Medicaid Incentives

1. **Meaningful Use of EHR of 2011**
2. **Promoting Interoperability Program of 2011**
3. **Medicare Access and CHIP Reauthorization Act (MACRA) of 2015**
4. **Merit-based Incentive Payment System (MIPS) of 2017**

2 Payment Models

Fee for service - traditional billing with CPT codes

Value based program - Medicare & Medicaid Incentive Program and Managed Care Contracts



**A virtual
healthcare team
are able to**

- **Reduce staff workload**
- **Decrease staffing costs**
- **Prevent staff turnover**

They can take over the works of

1. Answering phone calls
2. Carry out risk stratification assessments
3. Detect and respond to alerts in patients' disease specific markers immediately
4. Proactively reaching out to patients weekly
5. Provide patient education
6. Conduct coordination of care
7. Respond to patients' questions
8. Provide televisits for one-on-one concerns and interdisciplinary meetings



Some of you might question...

“Since I didn’t interview them, how would I know if these MAs, LVNs, and APPs are qualified to take care of my patients?”

“How would I know if my patients are actually taken care of?”

“My protocols are different and my patients are unique, how would they know what to do with my specific patients?”



In reality...



- Having no disease specific remote monitoring system or having minimal inconsistent outreach are doing your patients a disservice



- Hiring your own team of MAs, LVNs or APP to do these monitoring manually are costly



- When you do not have a technology platform on top of it, you will not be able to conduct individual patient and population risk stratifications



- Protocols are build from national disease-specific society standards and can be customized



- Customized protocols can be adopt into these programs as well



**Damion Jenkins, RN, MSN,
CEO of The Nurse Speak, LLC**

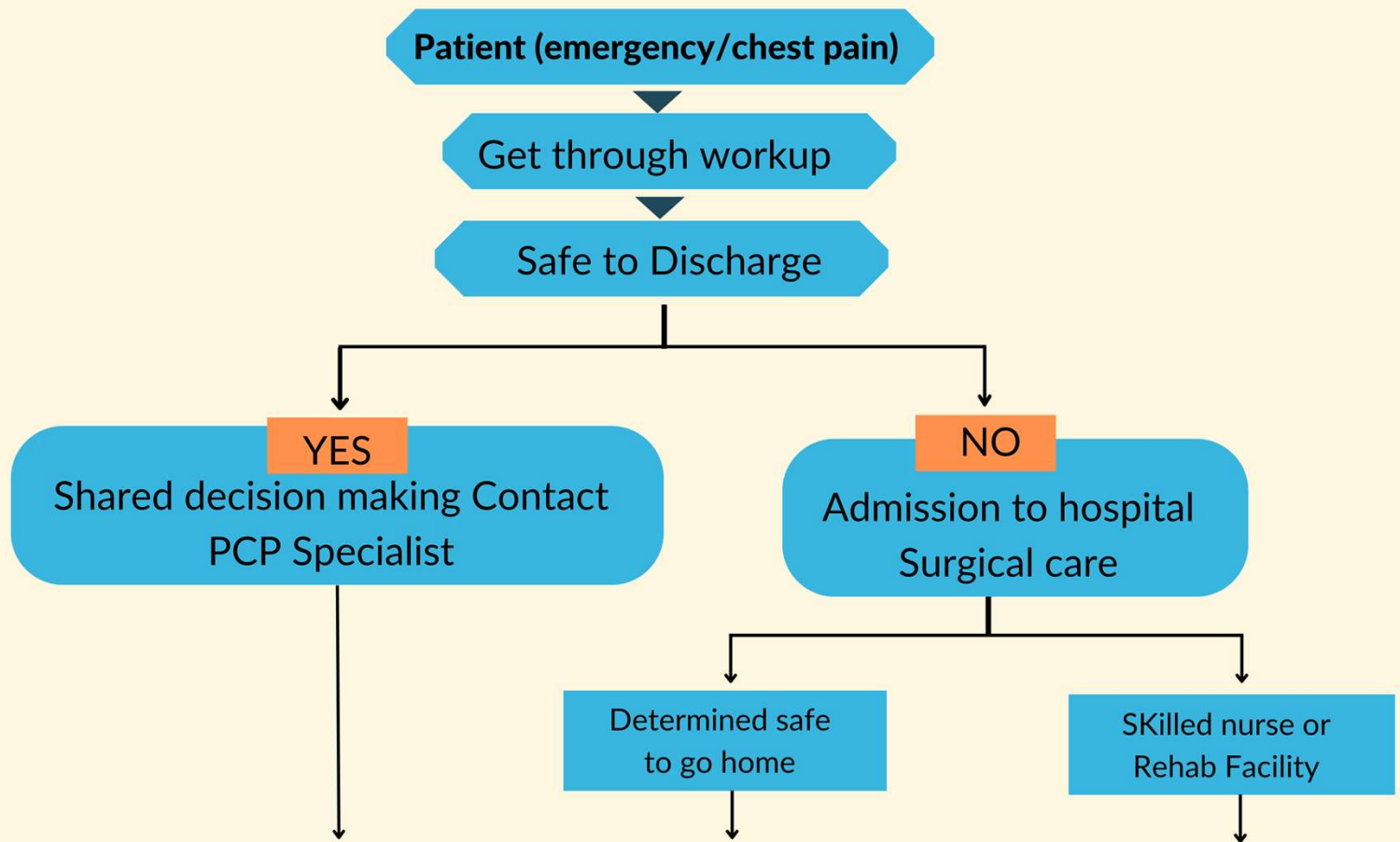
A decorative background featuring a large orange sunburst at the top and bottom. The central area is a light orange rectangle containing various icons: a clock, a person, a globe, a gear, a calendar, a document, and a person with a speech bubble. The text is written in a dark blue, cursive font.

*What would
extra 10 hours per
week do for you?*

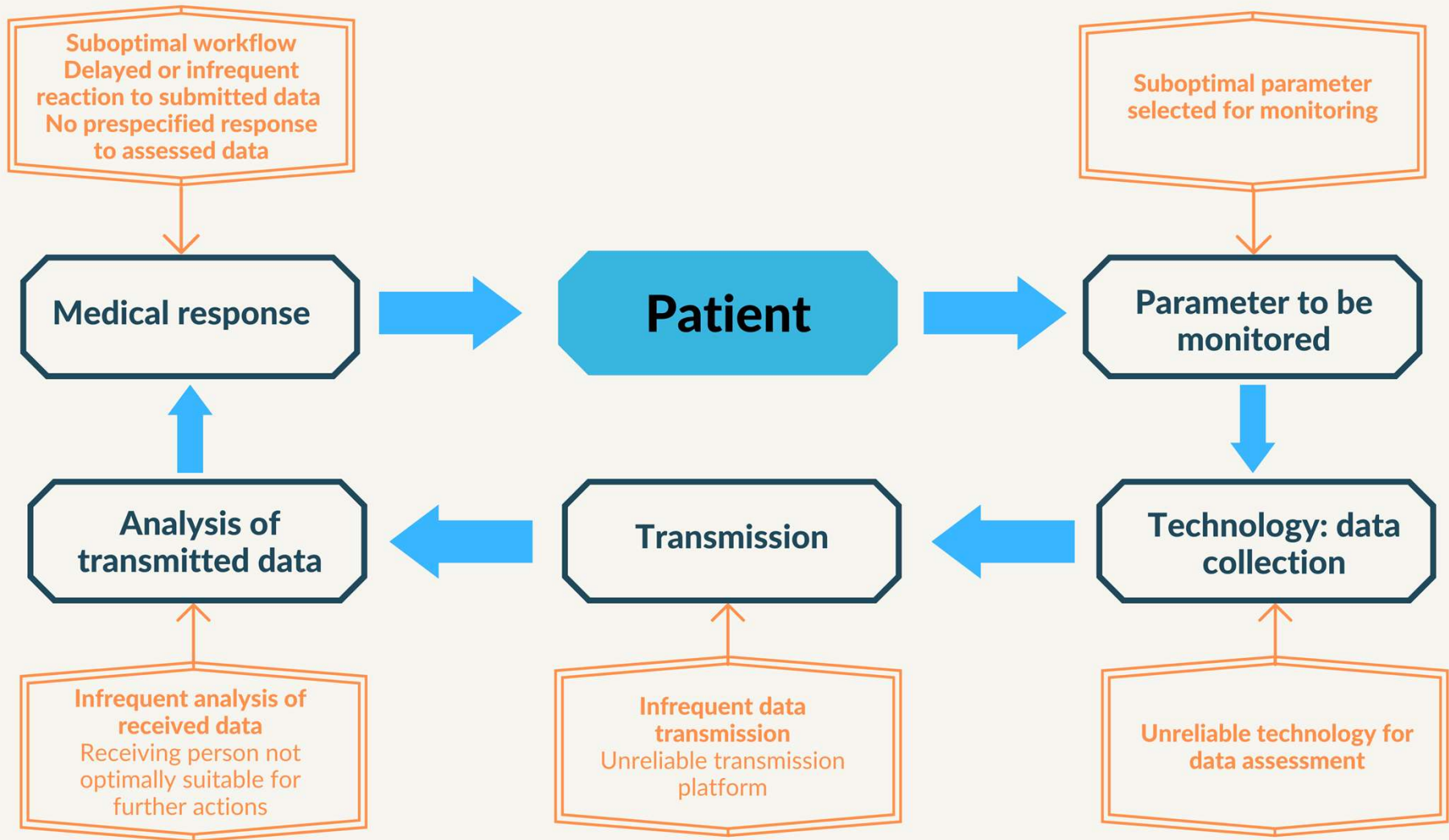
STEP 3

Uplevel your Patients





- Home visits
- Transitional care services
- Virtual care team
- Bridge to outpatient management
- Telemedicine



Physician groups and hospital systems can change their approach from practicing **defensive medicine** to **proactive medicine**.



This way we can

- Slow down disease progression
- Reduce staff burnout, and
- Increase practice revenue



Explore & Adopt Virtual Care Management Platforms

Utilizing new care models and care opportunities to increase patient access to care and improve care outcomes

- Telehealth visits
- Remote monitoring system
- Principal care
- Chronic care
- Transitional care
- Remote therapy monitoring
- Patient individual risk scoring
- Population risk stratification



The 4 most common misconceptions of healthcare practitioners:

"Technology is slowing me down."

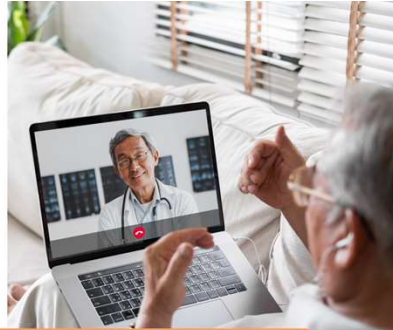
"I can get investors and build this myself."

"We just need to have more staff to do this."

"I had worked with a managed care company before they were taking over too much control."



In reality...



Is Patient friendly



Data are synchronized with all EHRs

A report is generated monthly



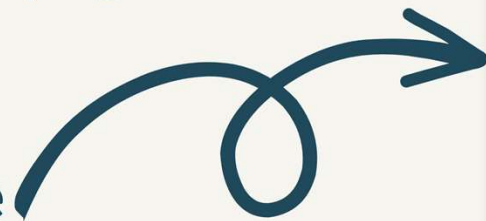
Too costly to build it yourself

As a leader, you do not have extra burden



The Truth is, you can totally build a program yourself, but...

- Legislations are constantly changing, it would be too much for practices to keep up with
- The cost to build a program yourself is very high.



For example

if you have 1,000 patients who have at least 1 chronic disease:

ITEMS	COST
Patient Onboarding Cost: Hiring a MA or RN at \$20/hour to screen and onboard each patient, 15 min/patient, ~ 250 hours	\$5,000
Software Integration Costs: To Integrate, implement, and configure with your specific Electronic Health Record system	\$15,000
Device Costs: Purchase a device for your patient that can sync with your EHR and remote monitoring platform.	\$75,000
Monthly Staffing Costs: Hiring a MA or RN at \$20/hour for ~333 hours of remote monitoring work (20 min/patient)	\$6,667/mo
Monthly Billing and Collection Costs: On average, a revenue cycle company charges 6.5-8% of collections. Roughly, Remote Patient Monitoring can be billed about \$100 per patient per month.	\$7,000/mo
Monthly Software Cost: On average, a technology company will charge you 40% per patient, that's \$40 per \$100 billed.	\$40,000/mo
Subtotal Initiation Costs: Costs summary if you are partnering up with an existing technology company without them investing in your practice or organization	\$95,000
Subtotal Monthly Ongoing Costs: For Staffing and Revenue Cycle Company	\$53,667/mo
Monthly Revenue: 80% of the billed services will be approved, and 80% of each are paid by Medicare/Medicaid	\$64,000/mo
Monthly Profit not deducting initial cost: is only 8.3% margin	\$10,333/mo

Deciding Who To Partner With...

SERVICES	MRG Health	Medtronic	Philips	Vivify	Optimize Health	CIRCLE C	ACCU-HEALTH	THO C	ECW
Patient billing and collections	✓	X	X	X	X	X	X	X	X
Technology Platform	✓	✓	✓	✓	✓	X	X	✓	✓
Video production, Clinical content, Recorded calls	✓	✓	✓	✓	✓	X	X	X	X
Senior Focused Interphase	✓	X	X	X	X	X	X	X	X
Remote Review of Biometrics	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fall Detection	✓	X	✓	✓	X	X	X	X	X
Customized Alerts & Triggers	✓	✓	✓	✓	✓	X	X	X	X
Medication Management	✓	X	X	✓	X	X	X	X	X
Referral Tracking	✓	X	X	X	X	X	X	X	X
Family Connection App	✓	X	X	X	X	X	X	X	X
Staffing	✓	✓	✓	✓	✓	X	✓	X	✓
Multi-level care teams	✓	X	X	✓	X	X	X	X	X
Multi-language	✓	X	X	X	X	X	X	X	X
Onboard patients for practices	✓	✓	✓	✓	✓	✓	✓	X	X
Provide virtual care wellness management	✓	X	X	X	X	X	X	X	✓
Costs absorbed by Practice	\$	\$\$\$	\$\$\$	\$\$	\$\$	\$\$	\$	\$\$	\$\$\$

Finds a partner whom will

1. Invest in your practice or organization
2. Implement and build out on a success fee
3. Create terms that insulate you from financial risks and liabilities
4. Is able to handle both payment models of fee for service and valued based programs
5. Make sure that this company can handle all 4 success solutions:
 - a. A multi-level virtual healthcare team
 - b. A disease specific virtual care technology platform
 - c. A digital footprint and audit trail for documentation
 - d. An integrated revenue cycle management solution for billing and collections



How are your colleagues are responding to RPM & CCM?

1. An American Hospital Association Annual Survey conducted in 2018 revealed that over **60 percent of hospitals** have implemented some level of remote patient monitoring program (American Hospital Association, 2019).
2. **68 percent of physicians** surveyed by the Consumer Technology Association, “strongly intend to use remote patient monitoring technology in the future” (Pennic, 2019).
3. The Spyglass Trends in Remote Patient Monitoring 2019 report revealed that **88 percent of providers** surveyed either desire to or have already invested in RPM technologies to manage readmission risk in their unstable chronic care management population (Spyglass Consulting, 2019).

Over promising and under delivering?

A screenshot of a CNBC news article. The article is titled "Amazon is shutting down its telehealth service, Amazon Care" and is categorized under "TECH". The author is Annie Palmer (@ANNIERPALMER). The article includes a "KEY POINTS" section with three bullet points. There is also a "Shark Tank" promotional box on the right side of the article.

TECH

Amazon is shutting down its telehealth service, Amazon Care

PUBLISHED WED, AUG 24 2022·6:16 PM EDT | UPDATED THU, AUG 25 2022·11:42 AM EDT

Annie Palmer @ANNIERPALMER

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KEY POINTS

- Amazon is shuttering its telehealth service, known as Amazon Care, according to an internal memo on Wednesday.
- Amazon Care launched in 2019 as a pilot program for employees in and around the company's Seattle headquarters.
- It's unclear how much traction Amazon Care had gained.

Shark Tank [WATCH LIVE](#)

UP NEXT | **Shepard Smith** 12:00 am ET [Listen](#)

The Million Dollar Closet

- Mayo Clinic 2021 results showing only **9.4%** of patients were admitted to the hospital within 30 days of enrollment of PRM after discharge.
- Meta analysis of 10 studies, Taylor et al (2021), between 2015 to 2020 showing significant **reduction in ER visits** in COPD patients and **reduction in length of stay** in CVD patients.
- Kim et al (2015) showed **significant systolic BP reduction** in patient 55yo or older.

<https://bmjopen.bmj.com/content/11/3/e040232>

<https://www.thepermanentjournal.org/doi/10.7812/TPP/20.281#ref>

<https://www.nature.com/articles/s41746-017-0002-4>



**FOR THOSE WHO LOVE TO CONTINUE THE CONVERSATION
ON THIS TOPIC, PLEASE CONNECT WITH ME LINKEDIN**

[Linkedin.com/in/SabrinaRunbeck](https://www.linkedin.com/in/SabrinaRunbeck)



**How do
you go
further?**

Dr. TONY DERASMUS

Founder, Sandtone Health

Author, "The Secret Addiction"

2018 Parker Seminars of the Year



A man in a dark blue suit and striped tie is shown from the waist up on the left side of the frame. He is pointing his right hand towards a dark green chalkboard. On the chalkboard, the word "productivity" is written in white chalk. A white chalk arrow starts from the right side of the word and points upwards and to the right. The background is a solid dark green color.

" Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning and focused effort."

- Paul J. Meyer

productivity

Do you feel **empowered** that you can implement the 3 Must Dos we discussed?



Which **step** would you **focus** on first?

1) Up-Level Your Mental Fitness

2) Up-Level Your Team

3) Up-Level Your Patients

How can I help?



**Text your questions to
281-849-4676**

