

When It Comes to Managing an Ambulatory Surgery Center, We Know that You Have A Lot of Balls to Juggle....



...and sometimes it is easy to drop one of them no matter how hard you try.



This is where Excellentia Advisory Group can enter into your picture.

Excellentia provides ASC industry consultants who have expertise in:

- CMS Regulations
- DOH Correction Plans
- Infection Control
- HIPAA / OSHA
- Quality Assurance/PI
- Revenue Cycle
- Managed Care Contracting Services
- Operations & Business Office Management

Excellentia Advisory Group provides consultation through

- On-Site visits & Training
- On-Site Mock Surveys
- Telephonic Consult
- Interim Leadership
- Full Management Services
- Educational Webinar & DVD's





Excellentia Advisory Group Program Descriptions



CMS Regulations Compliance

Whether you are new in your position or a veteran of the Ambulatory Surgery industry, knowing the CMS rules and keeping up with the details is a daunting task; this is where Excellentia can help. We have tutored Administrators and Directors of Nursing in all states in both startup mode as well as emergency corrective action situations. We have first-hand knowledge of what the surveyors are looking for when they visit your facility and we can help you to prepare. Excellentia professionals are here to assist you.

Services we offer:

- **Web-based training** on current rules (also available on DVD).
- **Monthly and quarterly** consulting engagements to keep you informed and answer day to day situations.
- **On-site assistance** via Mock Survey and including Board presentation.
- **Emergency services** to address plan of corrections.
- All services offer specific **CMS/TJC/AAAH/AAAASF** components as indicated for your organization.

Dealing with CMS and other regulatory agencies doesn't have to be overwhelming when you have a partner in Excellentia Advisory Group.





Excellentia Advisory Group Program Descriptions



HIPAA Compliance

While HIPAA has always been an important regulation in all of our medical facilities, the advent of on-site audits has heightened the sense of urgency to be assessed and comply. Our Healthcare Attorney and his staff are available to assist you with your compliance plan. We offer several options:

- **Web-based training sessions** - monthly sessions are available in an easy to access format. Certificates of Participation and contact hours are received for all who attend. Risk assessment and Business Associate Agreements are just a few of the many topics. Ample time will be available to have your questions answered.
- **DVD education format** is available for those facilities who need annual training and ongoing training for new employees.
- **On-Site Evaluation** - a risk assessment is required; don't be caught without one. Our consultants will assist you with making corrections while present to assure compliance. This service is also available post-audit to assist you with your Corrective Action Plan.

OSHA Compliance

Ambulatory Surgery Centers and Physician Practices are under higher scrutiny than ever before from OSHA; Are you properly trained and protecting your employees?

- **Web-based training sessions**; - monthly sessions are available in an easy to access format; Certificate of Participation and contact hours are provided for all who attend the training session; Bloodborne pathogens / PPE / Safety Devices are just a few of the topics that we cover.
- **DVD education format** is also available for those facilities who need annual training and for training new employees.
- **On-Site Evaluations** - a mock survey is always an excellent idea to identify your vulnerabilities; Our consultants bring with them the tools to correct deficiencies on the spot as compared to handing you a long list of to-do items. This service is also available post-survey to assist you with your corrective action plan. Most facilities require a 2-3 day visit from Excellentia Advisory Group.
- Long term consulting - have access to our OSHA consultant when you need them.

Excellentia Advisory Group

Program Descriptions

Infection Control Management

Our team recognizes the complexities of protecting both your patients and your staff when it comes to Infection Prevention. Our certified Infection Preventionists (CIC) are recognized for their mastery of knowledge in this area and offer a wide range of services to assist you and your facility. We offer on on-going as well as emergent services. Help is just a phone call away at Excellentia Advisory Group.



•**Customized Policies and Procedure Manuals** - After an in-depth interview, your manual is designed based upon your procedures, equipment, and processes. You'll need only to review upon receipt and gain Board approval of the new policies. Your policies will come tagged with references to meet CMS / AAAHC / TJC guidelines. A CD disc is included to simplify future needed up-dates and amendments.

•**Web-based training sessions** - monthly sessions are available in an easy to access format. Watch our website for new topics.

•**Comprehensive DVD education series** - available as a set or individually to meet the education requirements for your staff and providers. Contact hours and certificates of participation are available after viewing for all who participate.

•**On-Site Evaluation** - a mock survey is always an excellent idea to identify your vulnerabilities. Our consultants bring with them the tools to correct deficiencies on the spot as compared to just handing you a long list of to-do items.

•**Corrective Action Plan Assistance** - this service may be virtual or incorporated into the above mentioned site visit.

•**Infection Control training** for staff on-site or virtually one-on-one with our Director of Infection Prevention;

•**Annual "live" education conferences** - truly a conference geared toward the ambulatory surgery settings!

•**Long term consulting** - have access to our CIC's when you need it and be alerted to upcoming changes within our industry.



Excellentia Advisory Group Program Descriptions

Managed Care Contracting Services

Whether you are an existing center or a start-up, your managed care contracts will make or break you. We can direct your center to success with a strategy evaluation. This will include a review of your current contracts in the case of an existing center and a local analysis and recommendation for a new center. This will become the basis for initial payer contracting on your behalf or re-negotiation when timely.

Our contract administration feature provides training for your business office staff and integrates with revenue cycle management. Monitoring of reimbursement, how to appeal, and what your clinical staff need to be aware of are just some of the details covered. We can set up an ongoing system for you that will report financial outcomes for your individual contracts for future planning.

To be effective in securing your practice or facility's rightful reimbursement you must be involved in the contracting process and be willing to ask for accommodations when they are needed. Specialties often have complicated procedures that require specific handling by an expert in the field. It clearly is not a matter of asking for a contract and signing what they send you.



Managed Care Services include:

- Legal review of contract
- Negotiation of contract terms and language
- Financial Impact Analysis of contract upon practice/ASC
- Negotiation of contract pricing and appeal process
- Act as a liaison to the individual Payors
- Organization of Contracts

Excellentia Advisory Group

Program Descriptions



QA / PI

While Joint Commission and AAAHC have always required Quality Improvement / Performance Improvement plans, CMS made it official for all ASC's 5/18/09. This is often found to be one of the most dreaded functions of the management team. Excellentia professionals can assist you with design, implementation, and/or process for your plans. We know how important it is to have successful studies in order to comply with your accrediting body, and additionally we can direct you towards meaningful and purposeful plans. Services we offer:

- Web-based training on QA/PI from topics all the way thru implementation (also available on DVD).
- Virtual individual tutoring for customized plans.
- On-site assistance including Board presentation.
- Emergency services to address plan of corrections.

Quality Reporting

Quality Reporting was mandated by CMS November 2011 with phase in dates beginning Jan 2012. Let us help you take the mystery out of this very confusing new requirement. Don't experience lost revenue or be listed by Medicare as not reporting. Consumers as well as Managed Care Contractors will potentially hold this against your organization. Excellentia professionals can assist you with understanding, process design and reporting. Services we offer:

- Web-based training on Quality Reporting, What, How, and When (also available on DVD).
- Virtual individual assistance and liaison with your coding/billing companies if needed.
- On-site assistance including process design.
- Emergency data gathering and submission to meet required deadlines.



Excellentia Advisory Group

Other Program Descriptions

➤ **Anesthesia Provider Selection**

We know Ambulatory Surgery Centers require anesthesia providers who share the same dedication and clinical philosophy as the overall organization. These providers play an integral part in providing outstanding patient services and infection prevention strategies, all while meeting regulatory compliance. If your facility does over 2500 anesthesia procedures annually, yet you experience gaps in the services provided, contact Excellentia Advisory Group to see how they can assist you. You will find:

- A screening process that ensures only top notch MDs and CRNAs.
- Anesthesia providers who tailor clinical programs for each physician, creating higher surgeon satisfaction.
- Your team will not rotate between competing facilities.
- Providers practice cost containment strategies and work closely with administration to meet budget goals.

- Strong teamwork efforts for maximum operating efficiency, working cooperatively with administration and the nursing staff.
- Services provided at NO COST to the ASC facility.

➤ **Diagnostic Sleep Testing Facility in Your ASC**

Let us show you how to have your own evening independent diagnostic testing facility for sleep apnea within your ambulatory surgery center. Visit our website under Development Services for a slide presentation or call us for a private no charge consultation as to the best fit for your facility.

Development Services

- Feasibility Studies
- Architectural Design & Construction
- Acquisition Services
- De novo Operational Integration
- Physician Syndication Assistance

Testimonials

Cathy, I have great news! A Medicare Surveyor has been on site for the last two days and had nothing but positive things to say about the cleanliness of our facility and how great our documentation process is. She completed the paperwork to submit recommending that we are granted our certificate. I cannot thank you enough for your help in preparing us for this inspection. All of our hard work has finally paid off.

Thanks again,
Billie Jo Addington, RN, BS-HCM
Assistant Administrator
Tarboro Clinic, PA

Cathy, thank you for sending Deborah. She is a great match for this facility, and has us working on the right track. You can follow up with her on the particulars, but tremendous insight and experience. Thank you-Thank you-Thank you.

Mrs. Nancy Slough
Tyler Oral and Facial Surgery
Tyler, TX

Cathy,
Being a new administrator in a facility that had NO training program in place- I had to get going quickly and correctly. You guys made it easy. Sure appreciate that!
Cindy

Hi Cathy, Just wanted to follow up and thank you again for all your assistance preparing us for our AAAHC survey. Deemed status!!! Wow we could not have done it without you! Thank you!
Amey Drake Operations Manager
Mid County Surgery Center

Excellentia not only came to our facility and helped us with our 2010 survey, but we have used their Infection Control manual, gone to their annual conference and now passed our 2012 survey deficiency free!! I gave their business cards to the surveyors for sharing. I know who to call if I have questions.

Drema Cook, RN
Cook Eye Surgery Ctr, Huntington, WV

First and foremost.....THANKS A MILLION!!!!!!!!!!!!!! I was incredibly impressed with all the hard work that was put into our Company's Plan of Correction. Cathy, I can't thank you enough for all the work, insight, and one on one help you showed to our staff. We could not be more happy with the results. Our auditors were impressed as well. Our auditor had set aside two days to review our deficiencies. Things were so well layed out, we were able to finish in only one day. You did an amazing job and I hope to continue to do business with you and will recommend you to anyone who may need your services.

Carol Micha, Laser & Surgery Center of
Acadiana, Lafayette, LA

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