

Message

From: Joti Sandhu [/O=REHABCARE GROUP, INC./OU=CORPORATE/CN=RECIPIENTS/CN=JPSANDHU]
Sent: 2/15/2011 4:22:38 PM
To: CT-Mission Nursing and Rehabilitation Center [/O=REHABCARE GROUP, INC./OU=Corporate/cn=Recipients/cn=CT2098]; CT-Brighton Gardens of Bellaire [/O=REHABCARE GROUP, INC./OU=Corporate/cn=Recipients/cn=CT2191]; CT-Bremond Nursing and Rehabilitation Center [/O=REHABCARE GROUP, INC./OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CT2809]; CT-The Solana at Cinco Ranch [/O=REHABCARE GROUP, INC./OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CT2650]
Subject: Focus facilities

Hi All- You all are focus facilities when reviewing financials for Jan'11. I need to see improvement in managing KPI's. Here's the breakdown:

Mission- Focus is Part B.. ADC, Avg HCPC, Freq of treatment.. I am adding another FT COTA in addition to new COTA starting next Monday.

BG- Bellaire.. You are way behind.. Need focus on Part B... ADC, freq, avg HCPC, group%, Utilization(overdelivering on A is hurting-goal for util for A is 1.16), contract usage and overtime.. Things have to change immediately

Bremond- Stephanie.. I really need you to focus on the following. PCR, Part B, group%.. We are losing a lot of money due to high cost.. Productivity and time on premise needs to be managed.

The Solana- Dawn.. Need to review your hrs spent in Solana and HH.. We need to manage time as Productivity and all aspects of Part B will help.. ADC, freq and Acg HCPC.

Need update from all four of you.. Need plan and immediate change.. Persistence brings success and that's what I am looking for right now. Thx

I have to report to Susan Krall so need updates and need to see change immediately.

Joti