

Message

From: CT-Crouse Community Center [/O=REHABCARE GROUP, INC./OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CT6374]
Sent: 12/29/2011 4:51:57 PM
To: Cynthia Mason [/O=REHABCARE GROUP, INC./OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CXMason]
Subject: RE: temperature check
Flag: Follow up

Hi Cindy,

I am sorry to hear that you have not been feeling well. I hope that you are on the mend. Today is my last scheduled work day here at Crouse as maternity leave starts 12/30. Baby is still in the oven :) I go today after work for my next follow up. Looks like I am following my mom's pattern with her 3 kids of having to be induced...we will see.

Anyway, to answer your question, factors that have influenced our change in numbers have been the result of:

- 1) Lower bed status (we have had 6-9 beds open through the facility for weeks now)
- 2) Lower Medicare A therapy caseload due to low bed status and low referrals/admissions from area hospitals
- 3) Change in management as PD transitions out for maternity leave and co-worker fills in for duties/roles. Learning period and training in progress.
- 4) Recycling Med Bs on program lately. We are trying to initiate different areas to screen in order to improve Med B on caseload.
- 5) Medicare As on caseload have not been able to tolerate higher RUG levels that we are use to. We have been trying to pull in speech therapy in order to achieve higher RUGS. Our RU level has dropped in percentage and number of days this month.
- 6) Staff's non productive labor has increased and overall PCR decreased as therapists are trying to hang onto work hours during the holiday season.

Areas we have improved on to try and offset any declines are:

- 1) Have increased number of Med B evals in attempt to increase Med Bs on therapy program
- 2) Had low number of COTs and no EOTs due in order to achieve highest reimbursable revenue and therapy days
- 3) Maintained revenue above budget target
- 4) Increased Med A ALOS to offset lower RUG levels
- 5) Maintained Med A Utilization over 1.0
- 6) Had staff leave early to help productivity levels
- 7) Thought outside the box for speech referrals to improve speech caseload

Thanks,

Patricia Calcaru MS, OTR/L

Rehabilitation Program Director
Crouse Community Center

From: Cynthia Mason
Sent: Thursday, December 29, 2011 9:51 AM
To: #Operations Area Cindy Mason
Subject: temperature check
Gang,

I've been down and OUT with the flu.....taken more PDO than I EVER planned. ☹️ Feel fairly removed from my team so wanted to take a temperature check and see how everyone's doing.

I'm checking numbers as I write this. Let me know if there's any barriers in your buildings that will help explain huge swings in your numbers.

I'll follow up with a summary after completing.

Thanks for all you do!!

Cindy Mason, MA, CCC, SLP

Director of Operations

PDRT and RehabCare, Inc

