
BRIDGING THE GAP

STRENGTHENING RELATIONSHIPS BETWEEN SNFS AND PROVIDERS

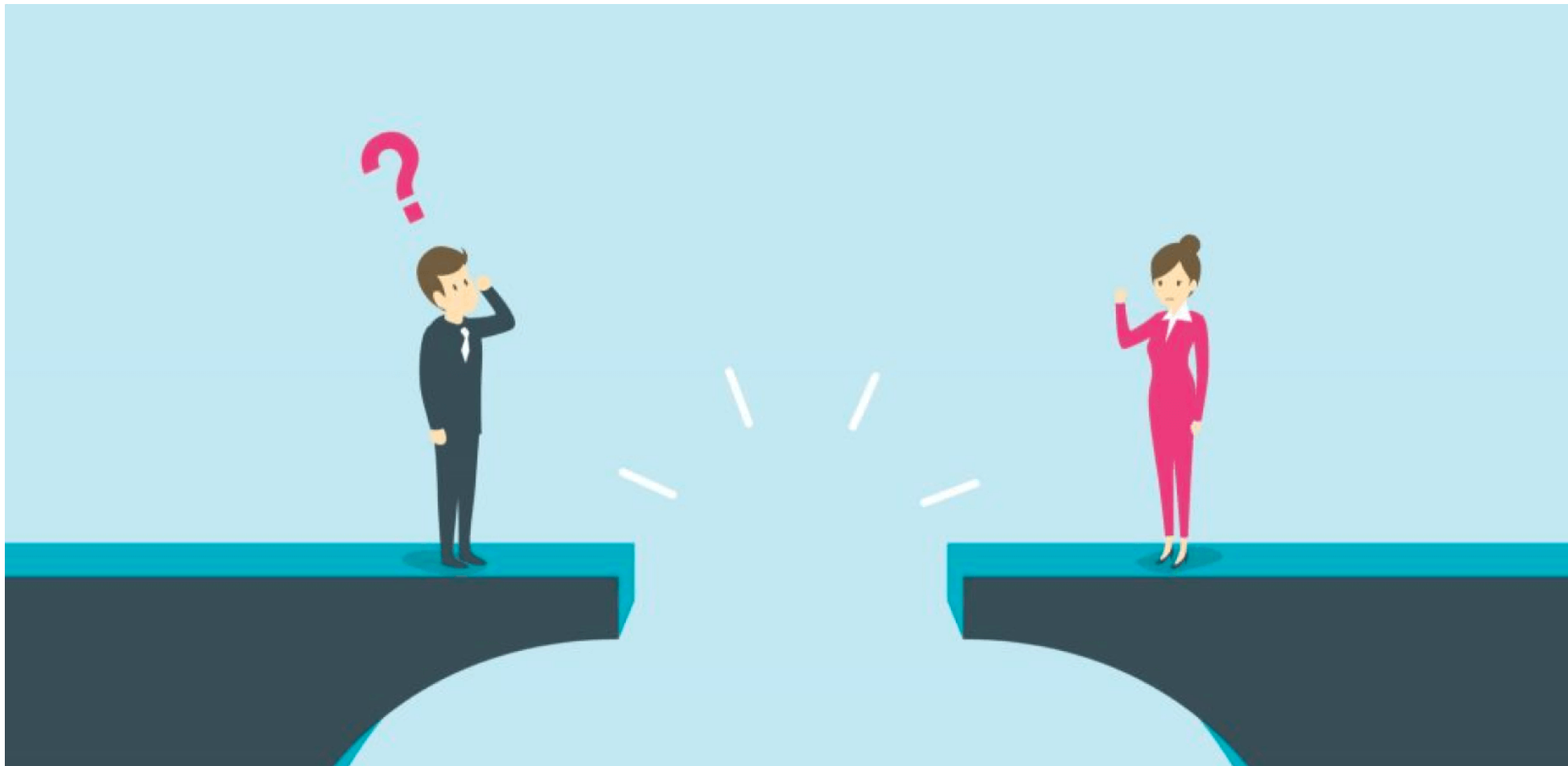


LEARNING OBJECTIVES

1. **Identify** the top 10 priorities and pressures clinicians face in LTC settings
2. **Apply** communication strategies that strengthen collaboration between clinicians and administrators
3. **Develop** at least two actionable ideas to improve interdisciplinary relationships and resident outcomes.



Haven Health Flagstaff



THE POWER OF COMMUNICATION

CLOSING THE GAP





- Missed communication
- Documentation gaps
- Rehospitalizations



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- Create Trust
 - Efficiency
 - Resident Centered Care



WHAT CLINICIANS WISH ADMINISTRATORS KNEW



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I. Clinical Time Is Limited and Demands Are High



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Admin Moves:

- Pre-visit planning checklist; ensure documentation/labs are queued before provider arrives.
- Define how nurses communicate problems to providers

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

2. EMR Access/Functionality Matters



WHAT CLINICIANS WISH ADMINISTRATORS KNEW

2. EMR Access/Functionality Matters



- Faster Access to Resident Information
- Real-time Documentation = Better Accuracy
- Reduced Duplication & Redundant Tasks
- Improved Interdisciplinary Communication
- More Accurate Billing & Compliance
- More Time With Residents — Not Paperwork

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

2. EMR Access/Functionality Matters



Admin Moves:

- Standardize access within 24 hours of onboarding; quarterly EMR workflow tune-ups with provider input.
- Integrate Provider EMR and Facility EMR
- Upgraded WIFI

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

3. Educate Us: What Do We Need To Know



WHAT CLINICIANS WISH ADMINISTRATORS KNEW

3. Educate Us: What Do We Need To Know



Admin Moves:

- Educate the providers
 - Surveys
 - FTAGS
 - Documentation issues
- PDPM
- Payor Differences
 - Medicare vs Medicaid
 - Medicare Advantage Plans
 - Appeals

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

4. Let Us Educate You



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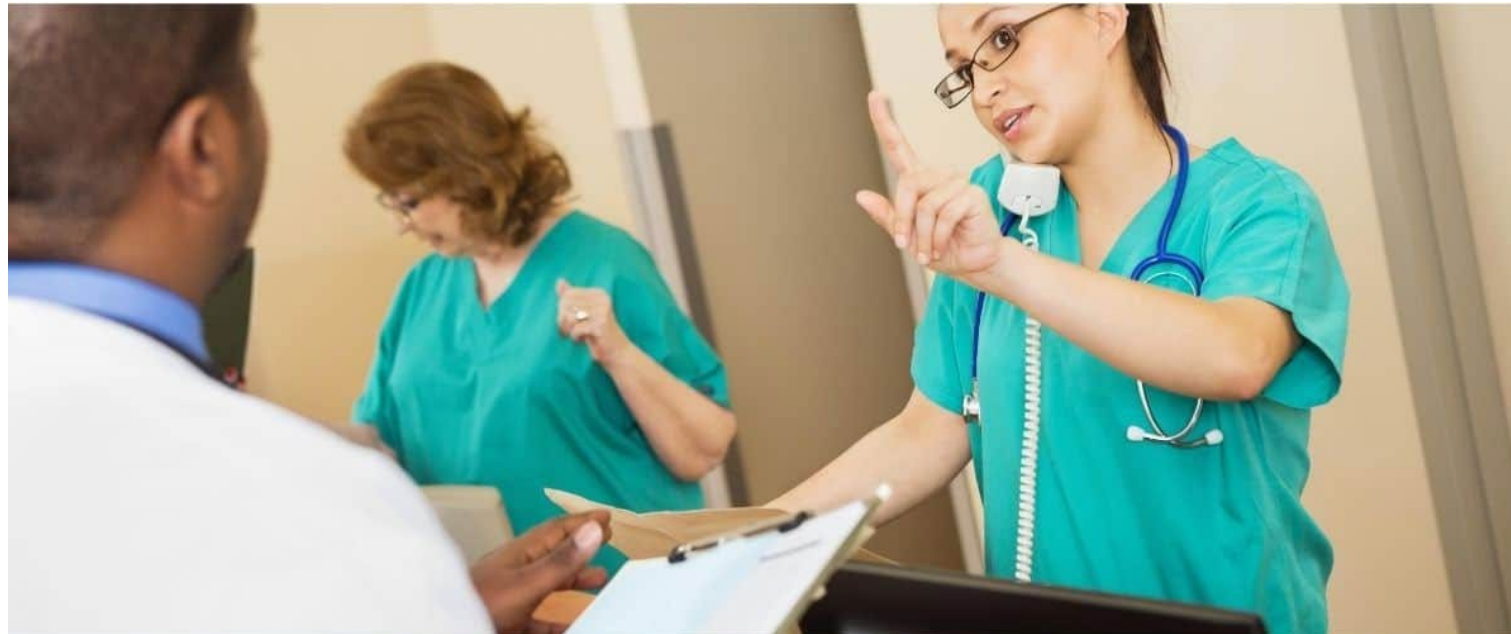


Help us help YOU!

- Protocols
- Change of Condition
- Pertinent Information
- Crucial timelines

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

5. Staffing Shortages Affect Clinical Care



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5. Staffing Shortages Affect Clinical Care



Admin Move:

- Advocate for nurse-to-resident ratios
- Cross-train float pool for observation/notifications.
- Ensure appropriate tasks completed

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

6. Timely Communication is Critical



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6. Timely Communication is Critical



Admin Move:

- Golden Hour notification standard
- Escalation Tree
- Read-Receipts for Critical Updates
- Engage Clinicians in Workflow changes

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

7. Advance Care Planning- Let's Work Together!



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7. Advance Care Planning- Let's Work Together!



Admin Move:

- Invite providers to high-risk huddles
- Share dashboards on top 5 clinically complex residents
- Accommodate provider schedules for resident meetings
 - Remote call

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

8. Behavioral Health Needs are Growing



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8. Behavioral Health Needs are Growing



Admin Move:

- Joint Training Initiatives
 - De-escalation
- Interdisciplinary Behavioral Rounds
- Tele-health back-up
- Psych Meds Management

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9. Respect for Clinical Judgement Builds Trust



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Admin Move:

- Back Provider Recommendations Publicly
- Resolve Disagreements via a Defined Clinical Review Path

WHAT CLINICIANS WISH ADMINISTRATORS KNEW

10. We Are Partners





CONCLUSION

- We value our relationships with the administrator
- We respect your role
- We would love more collaboration
- Strong communication requires a system