What Should Keep You Up at Night: Evolving with the Transforming Customer Environment

DESCRIPTION

This session will first discuss the driving forces that are influencing post-acute care (PAC) and long-term care (LTC) including alternative payment models, managed care, changes to Medicaid, and the ongoing evolution of the United States demographics. A first step is to learn how care is and will be paid for—traditional "fee for service" payments are on the decline and other models such as bundled or value based payments continue to expand across all market segments. With an increase in accountability, providers and payors across the PAC and LTC spectrum are trying to understand how this may impact their setting.

Once the driving forces are recognized, providers must understand the implications specific to skilled nursing facilities (SNFs) and the health care organizations that service this market. These organizations must be able to adapt to new revenue models and cost of care episodes. In addition to costs, these organizations must understand and be effective at assisting in the management of health care quality, including the survey process, quality measures, reduction in hospital readmissions, and CMS 5-Star Rating. Managing financials and quality will demonstrate to SNFs that they can provide value.

This presentation will close with a discussion on strategic imperatives that LTC pharmacies should implement to be effective today and in the future. Pharmacies must know all aspects related to a Medicare Part A stay including financial and clinical implications to improve efficiencies and quality. LTC pharmacies must be prepared to work with SNFs to improve their pay for performance (P4P) goals and adapt to their customers changing economics and health care standards.

LEARNING OBJECTIVES

1. Recognize transformative driving forces in Post-Acute Care and Long Term Care

2. Define implications for Skilled Nursing Facilities

3. Identify Strategic Imperatives for Long Term Care Pharmacies