

# ANCILLARY PROVIDER SCORECARD

The COVID-19 pandemic has tested the senior care industry in ways we would have never imagined. There's no playbook for these unprecedented times. As a provider, you may need to lean on your ancillary partners more than normal and attributes that may not have been important in the past are now more important than ever.

## HOW HAVE YOUR ANCILLARY PROVIDERS PARTNERED WITH YOU DURING COVID-19?

Assign a score from 1-5 for each category listed below.



### MY REHAB PROVIDER...

- \_\_\_\_\_ Holds a consistent pricing strategy during COVID-19 crisis, despite not being able to provide group/concurrent therapy.
- \_\_\_\_\_ Shares clinical best practices and infection control policies.
- \_\_\_\_\_ Consistently and effectively communicates with me.
- \_\_\_\_\_ Effectively manages their staffing models.
- \_\_\_\_\_ Has been able to secure PPE to help keep your therapy team and residents safe.
- \_\_\_\_\_ Demonstrates a continued focus on achieving strong patient outcomes despite the challenges.
- \_\_\_\_\_ Actively involved and connected to local and national organizations to stay updated on industry best practices and guidelines.
- \_\_\_\_\_ Demonstrates resilience and adapts to uncertain times without placing burdens on me.
- \_\_\_\_\_ Has been a valuable source for most updated regulatory information.
- \_\_\_\_\_ **Total Score**

### MY PHARMACY PROVIDER...

- \_\_\_\_\_ Has continued to provide timely and accurate medication deliveries despite the challenges.
- \_\_\_\_\_ Holds a consistent pricing strategy during COVID-19 crisis.
- \_\_\_\_\_ Shares clinical best practices and infection control policies.
- \_\_\_\_\_ Consistently and effectively communicates with me.
- \_\_\_\_\_ Maintains adequate drug supply in the face of COVID-19 driven shortages.
- \_\_\_\_\_ Offers contactless delivery protocols to ensure staff and resident safety and minimize spread of COVID-19.
- \_\_\_\_\_ Has consultants providing oversight of patient medication profiles and adjust necessarily to reduce caregiver interactions.
- \_\_\_\_\_ Shares recommendations, equipment, and supplies to support COVID-19 isolation units.
- \_\_\_\_\_ Has helped with custom revisions to our corporate policies under COVID-19 beyond just sharing public links.
- \_\_\_\_\_ Actively involved and connected to local and national organizations to stay updated on industry best practices and guidelines.
- \_\_\_\_\_ **Total Score**



# ANCILLARY PROVIDER SCORECARD

Continued...

## IF THE TOTAL SCORE IS BETWEEN 0-15, TIME FOR NEW PROVIDERS!

Ancillary providers should be your partner and not just your vendor. They should provide you essential services but also protect your facility's bottom line, staff, and patient safety. They should keep you updated on industry best practices and help guide you through good times and challenging times. If a second wave of COVID-19 hits, you will need a partner.

## IF THE TOTAL SCORE IS BETWEEN 16-31, TIME TO RETHINK YOUR PROVIDERS!

If you were hit with surprise pricing restructuring or left to find your own staff and supplies, you didn't have a strong partner during the COVID-19 crisis. Choose a partner you can rely on and depend on to provide you with best practices and outstanding operational support.

## IF THE TOTAL SCORE IS BETWEEN 31-50, TIME FOR IMPROVED PROVIDERS!

Perhaps they provided you with the basic operations but missed the mark on elevating your outcomes and patient safety during a time of crisis. They may have been in communication with you infrequently and performed the basic tasks in your service agreement. Choose a partner that will rise to the occasion, show resilience and grit, and partner with you to navigate through a crisis.

### CONSONUS HEALTHCARE HAS:

- ✓ DEMONSTRATED RESILIENCE
- ✓ KEPT CONSISTENT PRICING
- ✓ DONE THE RIGHT THINGS FOR THEIR EMPLOYEES
- ✓ PROVIDED CONSISTENT COMMUNICATION AND EDUCATION
- ✓ IMPLEMENTED POSITIVITY CAMPAIGNS FOR THE INDUSTRY
- ✓ MAINTAINED FINANCIAL STABILITY
- ✓ AFFILIATED WITH A PRIVATELY OWNED, NATIONALLY-RECOGNIZED, PROVIDER LEADER

#### TO DISCUSS SWITCHING REHAB OR PHARMACY PROVIDERS:

please contact Rick Jackson at [rbjackson@consonushealth.com](mailto:rbjackson@consonushealth.com)

#### TO SEE CONSONUS' LATEST COVID-19 UPDATES AND RESOURCES:

visit [consonushealth.com/covid-19-general-updates/](https://consonushealth.com/covid-19-general-updates/)