

# Understanding & Improving Clinic Onboarding

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September 22, 2016

# Agenda

- About Kadlec
- Acquisition Process
  - Pre-Dating
  - Dating
  - Engagement
  - Wedding
  - Honeymoon (or lack of)

# About Kadlec Health System

- Number of Beds – 270
- ER Visit Annually – 94,567
  - Free Standing ER
- Employees – 3,369
- Regional Referral Center
  - NICU
  - CT Surgery
  - Neurosurgery
- Affiliated with Providence June 2014



# About Kadlec Clinic

- 200 Providers
- Primary & Specialty Care
- Provider Based
- Geographically Dispersed

# Kadlec Clinic Locations

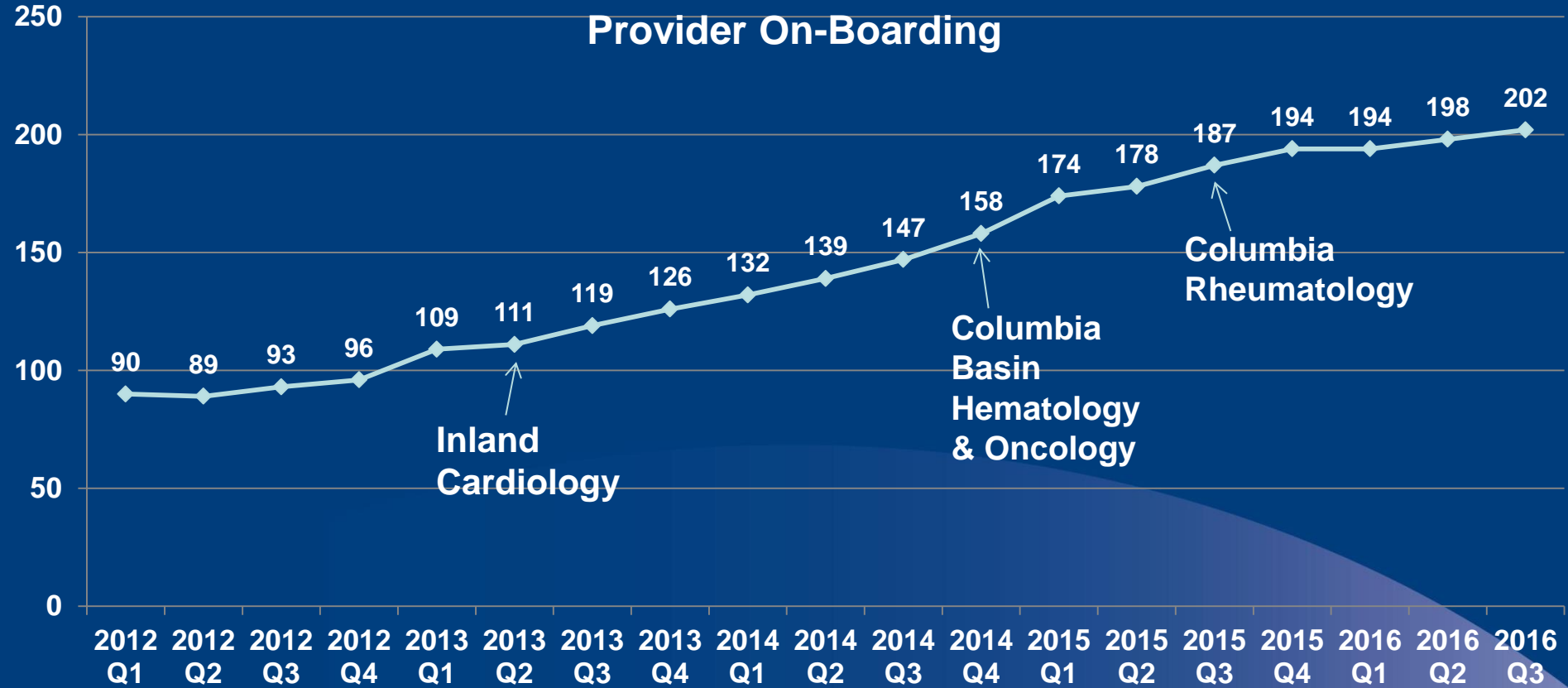


Primary Care

Specialties

# About Kadlec Clinic

## Provider On-Boarding



# Pre-Dating

- What are you looking for?
  - Needs (Gaps or Market Share)
    - Specialties, Geography, Community Assessment
  - Culture
  - Performance Standards
    - Quality, Patient Satisfaction, Production, Certifications
- Determine Process & Owners

# Dating

- Information Sharing
  - Current Operations
  - Future Plans
  - Expectations
    - Human Resources
    - IT Systems
    - Timeline
- Negotiate Financial Terms



# Engagement

- Operationalize
  - Initiate Onboarding Team
- Finalize Legal Documents
- Orientation

# Engagement

- Onboarding Team

- Physician Recruitment
- Legal
- Payer Credentialing
- Medical Staff Services
- Risk Management
- Supply Chain
- Facilities
- Human Resources
- Marketing
- Practice Manager / Admin Directors
- Revenue Cycle
- Information Technology
- Finance

# Acquisition Project List

	Task Mode	Task Name	Duration	Start	Finish	May 10, '15	Jun 7, '15	Jul 5, '15	Aug 2, '15	Aug 30, '15	Sep 27, '15	Oct 25, '15	Nov 22, '15	Dec 20, '15	
1		<b>KC Rheumatology Clinic Onboarding</b>	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
2		<b>Legal</b>	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
3		Due Diligence Information & Review	11 days	Tue 6/30/15	Tue 7/14/15	[Gantt bar: Tue 6/30/15 to Tue 7/14/15]									
4		Asset Purchase Agreement	4 days	Fri 7/10/15	Wed 7/15/15	[Gantt bar: Fri 7/10/15 to Wed 7/15/15]									
5		Due Diligence Revisions	4 days	Wed 7/15/15	Mon 7/20/15	[Gantt bar: Wed 7/15/15 to Mon 7/20/15]									
6		Insurance - Malpractice / Property / Misc	22 days	Sat 8/1/15	Mon 8/31/15	[Gantt bar: Sat 8/1/15 to Mon 8/31/15]									
7		Approvals - Legal / Financial, Boards	12 days	Sat 8/15/15	Mon 8/31/15	[Gantt bar: Sat 8/15/15 to Mon 8/31/15]									
9		<b>Payor Credentialing</b>	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
10		Need LOI's from providers for payor credentials	28 days	Mon 6/8/15	Wed 7/15/15	[Gantt bar: Mon 6/8/15 to Wed 7/15/15]									
11		Application submitted for COI malpractice	41 days	Mon 6/8/15	Sat 8/1/15	[Gantt bar: Mon 6/8/15 to Sat 8/1/15]									
12		COI malpractice issued	31 days	Mon 7/6/15	Sat 8/15/15	[Gantt bar: Mon 7/6/15 to Sat 8/15/15]									
14		<b>Medical Staff Services</b>	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
15		Receive application back from Porco-Smith	6 days	Mon 6/8/15	Mon 6/15/15	[Gantt bar: Mon 6/8/15 to Mon 6/15/15]									
16		Credential ANP Porco-Smith	41 days	Mon 6/8/15	Sat 8/1/15	[Gantt bar: Mon 6/8/15 to Sat 8/1/15]									
17		Add OP Privileging credentials for Peacock & Sand	41 days	Mon 6/8/15	Sat 8/1/15	[Gantt bar: Mon 6/8/15 to Sat 8/1/15]									
18		90 days to enroll providers payor credentials	67 days	Mon 6/22/15	Tue 9/22/15	[Gantt bar: Mon 6/22/15 to Tue 9/22/15]									
20		<b>Risk Mgt</b>	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
21		Change Insurance Policies	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
22		Insure Building Contents	44 days	Mon 6/8/15	Thu 8/6/15	[Gantt bar: Mon 6/8/15 to Thu 8/6/15]									
23		QRR (Risk Web) report training	21 days	Mon 6/8/15	Mon 7/6/15	[Gantt bar: Mon 6/8/15 to Mon 7/6/15]									
25		<b>Properties</b>	61 days	Mon 6/8/15	Mon 8/31/15	[Gantt bar: Mon 6/8/15 to Mon 8/31/15]									
26		Execute new lease	28 days	Mon 6/8/15	Wed 7/15/15	[Gantt bar: Mon 6/8/15 to Wed 7/15/15]									
27		Grounds maintenance contract assignment	50 days	Mon 6/8/15	Fri 8/14/15	[Gantt bar: Mon 6/8/15 to Fri 8/14/15]									
29		<b>Facilities</b>	139 days	Mon 6/8/15	Thu 12/17/15	[Gantt bar: Mon 6/8/15 to Thu 12/17/15]									
30		USP 797 decision	11 days	Mon 6/8/15	Mon 6/22/15	[Gantt bar: Mon 6/8/15 to Mon 6/22/15]									
31		REC PM assignment	11 days	Mon 6/8/15	Mon 6/22/15	[Gantt bar: Mon 6/8/15 to Mon 6/22/15]									
32		Space Tour	16 days	Mon 6/8/15	Mon 6/29/15	[Gantt bar: Mon 6/8/15 to Mon 6/29/15]									
33		Create functional program?	21 days	Mon 6/8/15	Mon 7/6/15	[Gantt bar: Mon 6/8/15 to Mon 7/6/15]									

# Wedding Day

- Go Live
  - IT Systems
  - Processes
- Support???

# Honeymoon

- Resolve Issues
- Optimization
- Review Results

# Questions!