CareForum 2022

The WellSky® Conference

Using Managed Services to Combat Resource Shortages

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Senior Manager of Professional Services

9/8/2022

Agenda

- **Health Care's Workforce Landscape**

  - Aging Population

  - Workforce Shortages

  - Nursing School Enrollments
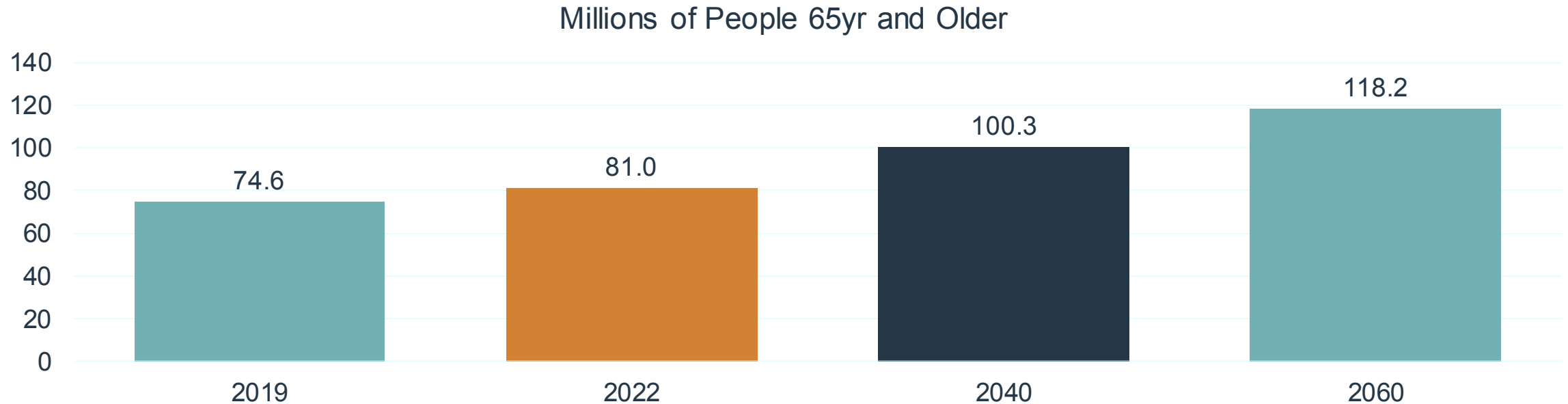
  - Future Growth in Health Care

- **How WellSky Can Help**

  - What is Managed Services?

  - The Value of Managed Services

  - Services Offered

  - How to Access Services

  - How Do I Get Managed Services

Health Care's Workforce Landscape

Aging Population
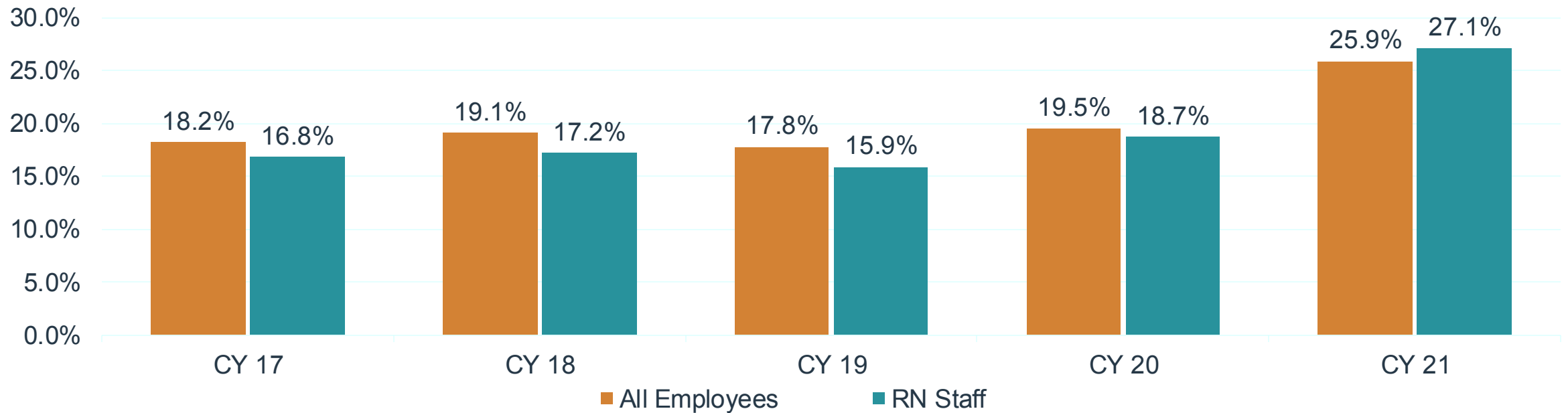
Projection of people 65 years and older

Millions of People 65yr and Older

https://www.census.gov/data-tools/demo/idb/#/pop?menu=popViz&POP_YEARS=2019,2022,2040,2060&FIPS=US&popPages=BYAGE&ageGroup=O5

Health Care Workforce Shortages

2022 NSI National Health Care Retention & RN Staffing Report

Hospital & Staff RN Turnover

Year	All Employees	RN Staff
CY 17	18.2%	16.8%
CY 18	19.1%	17.2%
CY 19	17.8%	15.9%
CY 20	19.5%	18.7%
CY 21	25.9%	27.1%

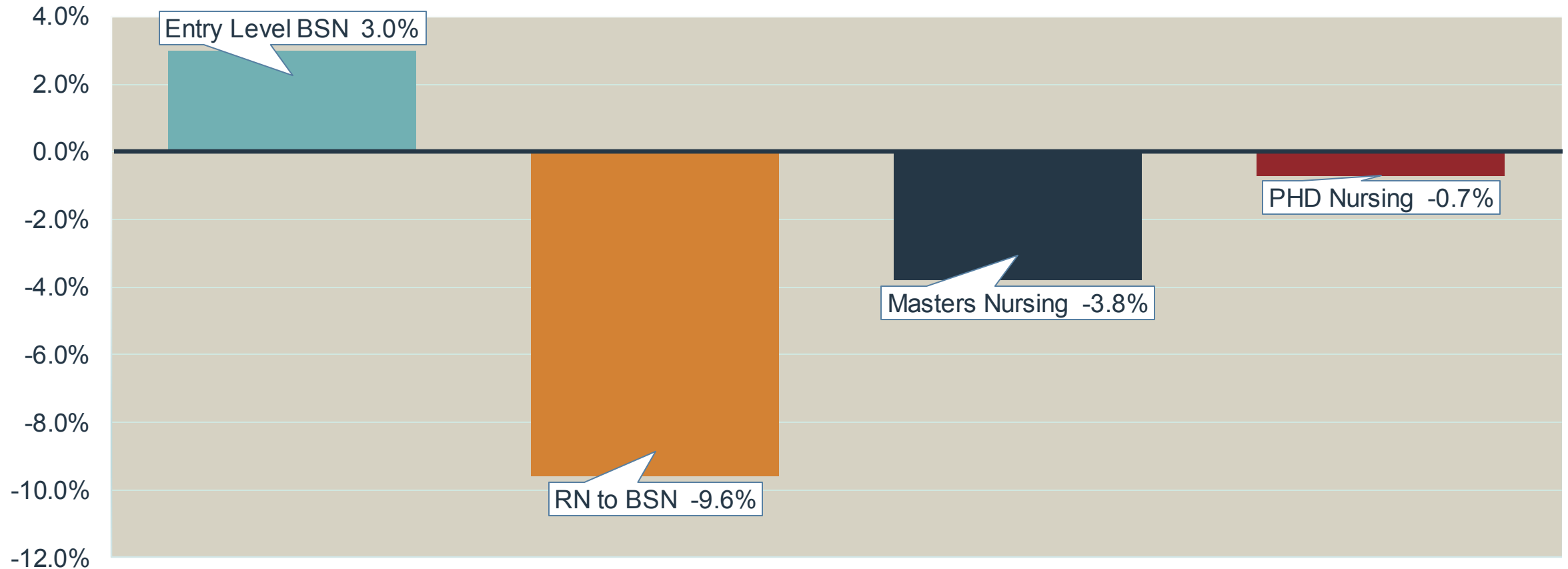*https://www.nsinursingsolutions.com/Documents/Library/NSI_National_Health_Care_Retention_Report.pdf*

Current Health Care Job Rates

Quit rates, Hire Rates & Job Openings for Health Care Industry
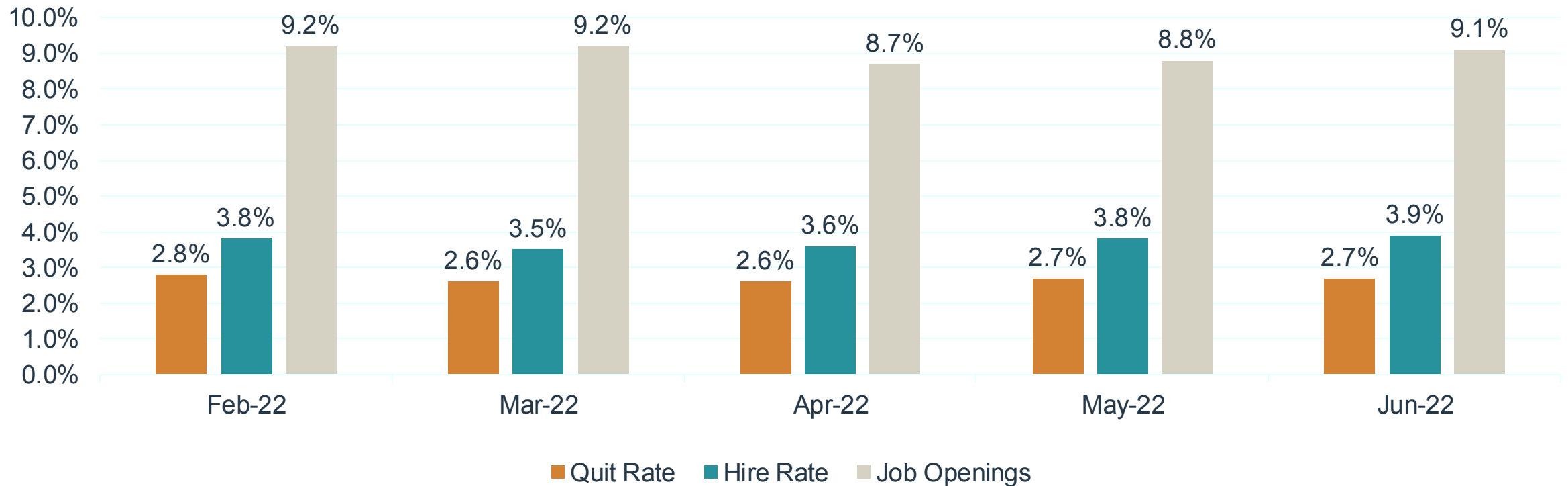
US Bureau of Labor Statistic: https://www.bls.gov/news.release/jolts.t04.htm#jolts_table4.f.2

Nursing School Enrollments for 21-22

Entry Level BSN 3.0%

PHD Nursing -0.7%

Masters Nursing -3.8%

RN to BSN -9.6%

https://www.aacnnursing.org/News-Infomation/Press-Releases/View/ArticleId/25183/Nursing-Schools-See-Enrollment-Increases-in-Entry-Level-Programs

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Future Health Care Employment Needs

Projected Employment Growth from 2020-30

Projected Employment Growth

How can WellSky help?

What is Managed Services?

A comprehensive bundle of services designed to assist in maximizing the impact of our client's solutions.

Optimization Services

Managed Content Services

Learning Services Training

Value of Managed Services from WellSky?

WellSky Managed Services ensures our partners are realizing the full potential of their investment.

Key Drivers:

Resourcing:
- ❑ High Turnover
- ❑ Limited Staff
- ❑ Growth Oriented

Key Benefits:

- Reduced cost of supporting core applications
- Let's WellSky manage resources and knowledge for client
- Scalable and predictable model

Value of Managed Services from WellSky?

WellSky Managed Services ensures our partners are realizing the full potential of their investment.

Key Drivers:

❑ Optimization

Key Benefits:

- Partnership provides WellSky clinical/technical solution knowledge base
- Ensures awareness and knowledge of existing and new features and their benefits within the software

Post-Acute Care Service description

Services by solution:

Rehabilitation

Specialty Care

Service categories per solution:

- Optimization services
- Managed Content services
- Learning services

Services Hours: Your Managed Services contract will provide you with a bucket of hours to be used each month as you see fit from the list of services provided. *NOTE: Hours do not carry over from month to month*

Post-Acute Care Service Offerings

Managed Services List

Optimization Services

Enable WellSky clients to maximize usability and efficiency to meet their unique business objectives. WellSky will identify potential friction points and provide recommendations for improved workflow.

Specialty Care
- Schedule calls with SME
- Review workflow & releases and recommend new features/content changes
- Consult on data and reporting needs

Rehabilitation
- Conduct quarterly health checks
- Review workflow & releases and recommend new features/content changes
- Consult on data and reporting needs

Managed Services List

Learning Services
Provides clients with opportunities for continual learning, advanced training and access to onboarding materials for their solution.

Specialty Care
- Refresher training
- Advanced user training
- Workflow training
- Super user refresher training

Rehabilitation
- Refresher training
- Advanced user training
- Workflow training
- Super user refresher training
- Learning Center Access

Managed Services List

Managed Content Services
This service pairs your team with a WellSky expert. Together, you and your expert will identify changes that can improve documentation and usability.

Specialty Care	Rehabilitation
• EMR • RCM • Financial	• Clinical documents • Charge codes • Enable features requiring config

Managed Services Packages

Service packages for every budget and every need.
Each WellSky Managed Services package is designed to provide a comprehensive package, enabling clients to access services whenever needed.

Specialty Care Service Packages	Rehabilitation Service Packages
• 10 hours/ Month (120/ Year) • 20 hours/ Month (240/ Year) • 40 hours/ Month (480/ Year) • Custom	• 15 hours/ Month (180/ Year) • 20 hours/ Month (240/ Year) • 25 hours/ Month (300/ Year) • 30 hours/ Month (360/ Year) • Custom

How do Clients Access Services?

Case Creation

- WellSky recommends clients have an internal Change Control Committee to review and agree upon requests PRIOR to submitting.

- Clients will submit Managed Services requests to WellSky via the Support Hub: https://portals.force.com/

Client Change Control Committee Meets	WellSky Team Completes Request for Review	WellSky Moves Changes to PRODUCTION
Service Request via Case	Communicates to Client to Review	Client Validates PRODUCTION Changes
WellSky Reviews/ Assigns Resource to Case	Client Communicates Validation	Request Case is Closed

How long do case requests take?

Estimated Case Timeline

- A WellSky team member will review the case within two (2) days and contact the client to set up a meeting or request additional documentation or clarification.

  - (Medication requests are typically reviewed with-in 1 day)

- After a case has been entered, WellSky estimates to have the case closed within thirty (30) business days from the time it's assigned to a WellSky team member.

  - (Medication requests are typically resolved with-in 1-2 days)

How do I get Managed Services?

Options

• Discuss with your Client Relationship Executive (CRE)

• Reach out to your Regional Account Executive

• Contact me: Anthony.Recinella@WellSky.com

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Thank you.

Contact us:

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