# census success snapshot:
# Meadow Green Nursing & Rehab

**facility improves payer mix, census and response times with the Web-based Referral Management System**

The family-owned Meadow Green Nursing and Rehabilitation Center in Waltham, Massachusetts, continuously promotes the highest quality of life with exceptional nursing, therapy and comprehensive services. It offers short-term rehabilitation, long-term care, and care for dementia and memory disorders.

## Insightful Reports and Faster Processes Boost Admissions

Meadow Green sought to speed up admissions workflows—response times ranged from one to two hours, often delayed by slow or missing faxes. Meadow Green chose the Web-based Referral Management System to respond faster, and ultimately increase patient admissions. RMS is the only system built specifically for skilled nursing facilities to build and manage quality census, improve marketing, outmaneuver competitors and significantly increase revenue. Meadow Green has realized swift, dramatic results:

**25% to 33%** of monthly admissions attributable to improved speed & efficiency with the Referral Management System

Response times average **78%** faster

Increase of **40%** of targeted commercial payer rehab patients

**Changing how liaisons work, respond, and build and maintain census:** By eliminating faxes and automating electronic document management with the Referral Management System, Meadow Green liaisons are able to work and respond faster. They also can create referrals on the spot in the field, enabling a smoother transition between the liaison and the case manager. Those one- to two-hour response times? Now they are down to between 10 and 30 minutes. These improvements have paid off in building census.

"Of the 20 to 30 patients Meadow Green admits on average per month, we attribute five to 10 of those directly to the improved efficiency of the liaisons and the admissions team using the Referral Management System," said Chris Polcari, Meadow Green director of admissions. That's as many as 120 additional patient admissions per year—an enormous growth in patient days and revenue.

**Delivering the optimum payer mix:** Meadow Green sets specific targets for Medicare and commercial payer mixes to achieve optimum reimbursement levels. Meadow Green has been able to document increases in both through:

- Stronger relationships with case managers, in part by sharing reported information about patient outcomes
- Greater knowledge through system payer and referral source trend reports

Accurate, comprehensive reports have made Meadow Green's referral source trend data available with just a click, anytime. And Meadow Green has shared monthly reports with referring case managers documenting length of stay and patient outcomes—extremely valuable post-discharge patient information that helps strengthen relationships with case managers from top referral sources. That keeps Meadow Green top of mind when those same case managers have a short-term rehab, commercial payer patient who needs placement. One example of the results? Payer trend reports show that Meadow Green has seen a 40 percent increase in commercial payer patient admissions since using the Referral Management System.

" *The beauty of RMS is receiving the referral electronically and being able to make a clinical decision quickly, typically in five minutes or less. We no longer have to worry about missed faxes and delayed response to our referral sources.* "

**Chris Polcari, Meadow Green Director of Admissions**

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