

FACTS & FEATURES



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Healthcare Recruiting... No Signs of Slowing



U.S. healthcare hiring increased its pace in Q2 2015. According to the Bureau of Labor Statistics (BLS), the healthcare industry added a total of 142,000 jobs from April to June, with particularly vigorous recruiting seen in hospitals—which added 108,000 positions over the last 12 months—ambulatory health, and nursing and residential care facilities.

This demand for healthcare professionals — from administrators to surgeons — was evident in the 82,376 jobs posted by Health eCareers employers in Q1 and Q2 2015.

A Job Seeker Market Is Driving Tough Competition for Talent

Confidence levels are high for finding a new job. 44% are very confident, 42% somewhat confident, 13% are not confident and 1% feel it is nearly impossible to find a new job.

According to Health eCareers' 2015 Salary Survey, flex hours and compensation are the biggest drivers for staying with or leaving a current position. And when it comes to salary satisfaction, there's significant room for improvement.

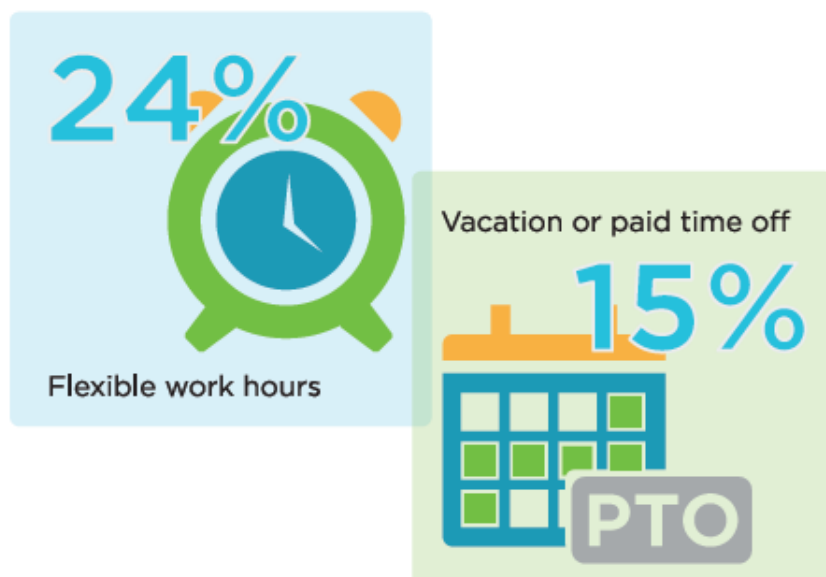
Check out salary. healthcareers.com for more healthcare salary information.

SALARY SATISFACTION



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KEY JOB SEARCH DRIVERS



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MAKING SURE CAREGIVERS ARE ALWAYS THERE



The Healthcare Staffing Services annual roundtable meeting is the perfect opportunity to network with other participating hospitals, share best practices, and learn more about the staffing industry.

The 2015 meeting will be held October 7—8 in Hilton Head Island, SC at The Marriot Resort and Spa. The goal is to have as many participating facilities and healthcare systems as possible attend the roundtable. The agenda is full of valuable information, including a speaker from Joint Commission.

Due to budgetary constraints some hospitals have reduced or suspended travel budgets. In order to increase hospital attendance, Healthcare Staffing Services participating agencies will be providing scholarship funds to assist hospitals with *all* travel needs. To avoid any conflicts of interest, scholarships will not be provided directly from a vendor to a hospital. All scholarships will be run through the South Carolina Hospital Association. **Healthcare Staffing Services is very thankful for the scholarships provided so that you will be able to attend the conference for free!**

If you are interested in attending the meeting or would like more information, please contact Mary Hook at mhook@scha.org. More information will follow in the coming months. *Healthcare Staffing Services looks forward to seeing you there!*

Healthcare Staffing Services wanted to make sure that each of you received the link to make your hotel reservation. The hotel has agreed to extend the Healthcare Staffing Services special rate three days prior to the meeting and three days after the meeting.

To make reservations, click here: [Book your group rate for Healthcare Staffing Services Roundtable.](#)

[Facility Registration](#)
[Roundtable Agenda](#)

Arkansas Hospitals Honored for Years without Work-Related Injury



The Arkansas Department of Labor presented distinguished Accumulative Years Safety Awards to two of our AHA Workers' Compensation Self-Insured Trust (AHAWCSIT) members at the Annual Education conference held Thursday, September 17, 2015, at BancorpSouth Insurance Services. This award is designed to reward employers that maintain years without a lost time day away from work due to a work related injury or illness, have an effective safety program and have a safety committee made up of both employees and management. We are proud to announce this year's recipients:

Howard Memorial Hospital and Ouachita County Medical Center.

The award demonstrates ongoing commitment to the safety and health of its employees and its stringent and rigorous approach to maintaining productive, safe and quality work environments.

AHAWCSIT commend these members for their diligence in providing a safe workplace, promoting safety awareness and return-to-work programs year after year. Please join us in congratulating these members for their amazing accomplishments.



The AHAWCSIT and Risk Management Resources also wishes to recognize the following AHAWCSIT members for its staff's diligent efforts with its safety and loss control programs. Awareness to safety, housekeeping, return to work programs and timely claims reporting are

just a few examples of cost and loss control measures. These hospitals are leaders in this area:

The criteria used for safety program recognition was: 1.) Membership in the Trust for five (5) years or longer. 2.) Cost containment accomplishments as evidenced by a five year average of less than 50% loss ratio as well as a five year average incident rate of less than 50%. The Bureau of Labor Statistics posted a National Claim Index of 6.4 for the healthcare industry for 2013 which includes medical and surgical hospitals. This number is derived using statistics combining lost time and medical only claims and total number of employees. The following AHAWCSIT members met all criteria to receive this award.

Award of Excellence Certificate recipients:

- Ashley County Medical Center
- Chambers Memorial Hospital
- Dallas County Medical Center
- DeWitt Hospital
- Five Rivers Medical Center
- Johnson Regional Medical Center
- Magnolia Regional Medical Center
- McGehee Hospital
- Ouachita County Hospital

These awards will be on display at the AHAWCSIT booth #44 at the annual tradeshow October 8, 2015.

Please stop by AHAWCSIT booth #44 at the AHA annual conference on October 8, 2015 to obtain information on how you can become a member of this very successful group.

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Where We're Seeing the Most Demand in 2015?

According to job postings on healthcareers.com the following specialties are hot areas in 2015.

PHYSICIAN SPECIALTIES

- General Family Medicine
- Emergency Medicine
- Internal Medicine

NON-PHYSICIAN SPECIALTIES

- Family Medicine - NP
- Psychiatric / Mental Health - NP

- Family Medicine - PA
- Psychiatric / Mental Health - RN
- Emergency Medicine - RN
- General - NP
- Emergency Medicine - PA
- Medical / Hospital Social Worker
- Orthopaedic - PA
- Nursing Assistant / Certified Nursing Assistant
- General - PA

1. BLS Current Employment Statistics Highlights:
January - June 2015
2. 2015 Health eCareers Job Seeker Salary Survey
3. 2015 Healthcare Employer Database

Visit www.HealthCareers.com/AHA

How to Get Ahead of Your Next Major Payer Contract Negotiation



Troy Brown, Client Services Manager, iVantage Health Analytics

iVantage Health Analytics recently held a seminar for hospital leaders at the Arkansas Hospital Association, entitled, “Finding the Sweet Spot in Arkansas”. Held in Little Rock, the agenda included a hard look at the rising costs and declining revenue providers are facing in the state and offered constructive strategies for maximizing patient revenue through effective payer contract negotiations and detailed analysis of yield reducing language terms like “lesser of” provisions. The information led to a lively exchange of ideas on how to tackle the continued dominance of the major payer in the commercial market. In this article, some great takeaways from the discussion that will benefit those who face these same challenges are shared.

You're Not Alone

All providers in the state of Arkansas face tremendous challenges today:

- Medicaid expansion and increased exchange enrollment will press overall reimbursement trends lower while a greater volume of lower reimbursing populations generate reduced margins
- Overall poor population health of Arkansas will continue to increase provider costs
- Growth of high deductible plans will drive up insured patient bad debt
- Continued market share dominance by a single payer in the commercial market highlights the importance of every dollar in every negotiation

Arm Yourself with Data

To be successful in today's changing landscape, hospital leaders must develop strategies to capture increased volume, reduce cost variability across the same services, partner with smaller commercial payers, and protect themselves from the impact of contractual terms that can hurt top-line revenue.

There **are** things you can do today, (and they don't require a renegotiation) to generate more revenue and maximize your potential going forward. One immediate step discussed with the group to optimize contract performance is to review your chargemaster for defensible ways to price your services so you're not compromising volume or reducing revenue from already negotiated rates. Too often, providers establish their chargemasters and don't conduct any detailed level of audit on them for many years. Putting this off can lead to prices that are inconsistent with the severity of the procedure or ignore technological advancements. A successful analysis and realignment of your chargemaster can achieve that critical balance of **keeping prices low** enough to avoid public scrutiny and **keeping charges high** enough to avoid lost revenue due to “lesser of” language. Target specific service areas that are high volume, high cost, or highly steerable as patients increase their savvy and continue to “shop” for the best price.

Watch Out for Contract Language

One of the most common landmines in the pursuit of improved reimbursements is the “lesser of” language that is found in almost all payer contracts. While the language may vary slightly, the clause is usually worded like this: “Hospital agrees to accept as payment in full the lesser of Hospital's charges for Covered Services or The Plan's Maximum Reimbursement Allowance set forth in Agreement”.

Take a hard look at specific contract language and look for “lesser of” provisions that are reducing your overall revenue yield. Quantifying the impact of these clauses and the common services in which they occur provides a roadmap for where to best spend time auditing the chargemaster for adjustment and also serves as an important leverage point in future negotiations with payers, especially if there is stringent charge neutralization language.

Invest in the Right Tools

While the complexity of today's environment is growing, many providers continue to find themselves trying to do more – more cost reductions, more revenue enhancements, more real time data analysis, more creative solutions – with less resources, budgets, and time. Remaining competitive and thriving under these pressures highlights the importance of efficiently leveraging the right tools and resources that support your strategy.

Future success will demand that you have a deep understanding of the data elements that influence contract yield and then leverage dynamic tools to support the evaluation of many different, hypothetical scenarios. From analyzing the incremental dollars that you can attribute to stop-loss provisions and quantifying the impact of “lesser of” language, to exploring detailed service line views across your inpatient and outpatient services lines, software solutions can help you find the right opportunities for your facility and help efficiently leverage your human capital.

Freeing those important resources enhances the opportunity to focus on another key area of successful contract negotiations with payers of all sizes that we discussed during the seminar: Building your precision-tuned value proposition story. Each of you represent a unique segment to the payer network – be it your quality of outcomes, community benefit provided, focus on patient satisfaction, physician partnerships, specialty services offered, value priced alternatives, etc. Find your voice to define that unique segment with confidence and you'll create better payer partnerships and produce positive negotiation outcomes.

If you'd like a copy of the seminar materials or want to know more about contract negotiation strategies and tools, contact Troy Brown, Client Services Manager, iVantage Health Analytics, at tbrown@ivantagehealth.com.

Come meet our AHA Services, Inc. Endorsed Vendors

AHA Trade Show (Governor's Halls I—II)
Thursday, October 8, 1:00 p.m. — 4:00 p.m.

Hagan Newkirk

[Booth 7](#)

Provista

[Booth 5](#)

BancorpSouth Insurance Services

[Booth 20](#)

Bottom Line Systems

[Booth 45](#)

Merritt Hawkins

[Booth 22](#)

Health eCareers

[Booth 48](#)

Press Ganey

[Booth 46](#)



VSP

[Booth 29](#)

iVantage

[Booth 30](#)

SUNRx

[Booth 47](#)

DocuVoice

[Booth 49](#)

Commerce Bank

[Booth 26](#)

AHA Workers' Comp Self-Insured Trust

[Booth 44](#)

HFMA's Upcoming Live Webinars

Learn about timely healthcare finance topics and earn CPEs. Most live webinars are free for HFMA members and \$99 for non-members, unless otherwise noted.

[View all upcoming live webinars](#)
(hold the control key and click link)

HFMA's On-Demand Webinars

HFMA provides webinars available one calendar year following the live webinar date and year. Most On-Demand webinars are free for HFMA members and \$99 for non-members, unless otherwise noted.

[View all On-Demand webinars](#)
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Join us for an AHASI Forum Session during the 2015 AHA Annual Meeting

“Executive Compensation: How Arkansas Healthcare Leaders Stack Up”

The AHASI Forum will take place on

Wednesday, October 7, 2015

3:45—5:15 PM

Little Rock Marriott

Hoffman Room (balcony level)

There is no charge for this session although registration is required. (see link below)

Healthcare executives manage every aspect of running a successful organization, and yet their compensation is heavily scrutinized. The question in Arkansas may not be about overpaying leaders. Arkansas healthcare may need to ask if they are paying their executives enough.

In this session we will illustrate the differences in pay between executives in Arkansas and those in surrounding states, utilizing data from AHA's 2015 Compensation and Benefits Survey. We will look at how the state stacks up to national averages and discuss whether your compensation for top executives is competitive with the market.

For additional information, please contact Liz Carder at 501.224.7878 or lcarder@arkhospitals.org

*There is no charge for the AHASI Forum Session but you must register using the [Arkansas Hospital Association 85th Annual Meeting and Trade Show form](#). (Select Session B, AHASI Forum).

Attendance to the AHA Annual Meeting and Tradeshow is not required; however, if you plan to attend any other of the AHA Annual Meeting Sessions you must complete the [registration form](#) and pay the required fee.

Please return [downloaded registration](#) form to the AHA Education Department, by mail to 419 Natural Resources Drive, Little Rock, AR, 72205 or by FAX to 501.224.0519.

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