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Maximizing Financial Success in Healthcare

Allison Stock, JD, RN, CNOR, CASC, CAIP

Chief Operations Officer

Surgical Management Professionals

Disclosure of Financial Relationships



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No one in a position to control the content of this educational activity have relevant financial relationships with ineligible companies.

Learning Objectives



- Identify key revenue optimization strategies, including specialty expansion and payer contracting improvements.
- Discuss cost management techniques, including staffing efficiencies and supply chain optimization, to drive financial success.



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Why This Matters Now

- Evolving reimbursement models
- Rising operational costs
- Patient expectations and regulatory shifts



Diversify

- Why?
- Know your market
- Partner with specialists

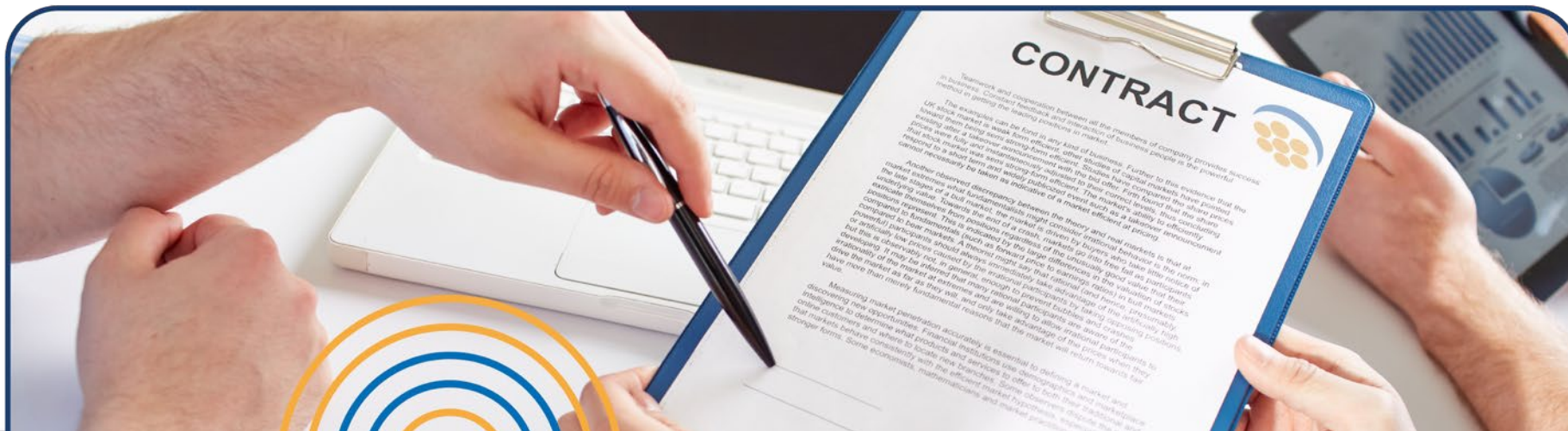


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Diversification isn't just growth—it's protection against volatility.

Payer Contracting and Reimbursement

- Analyze payer mix and contract terms
- Ensure regulatory compliance
- Engage dedicated payer negotiation support
- Review consistently



Optimize Specialty Mix

- Why balance matters
- Align margins with mission
- Use analytics



Volume and Growth

- Streamline access
- Expand service offerings
- Strengthen referral network



Revenue Cycle Management (RCM) Best Practices

- The financial engine of your organization
- Key metrics
- Common pitfalls



Staffing Efficiency

- Workforce flexibility
- Conduct regular audits
- Cross-train



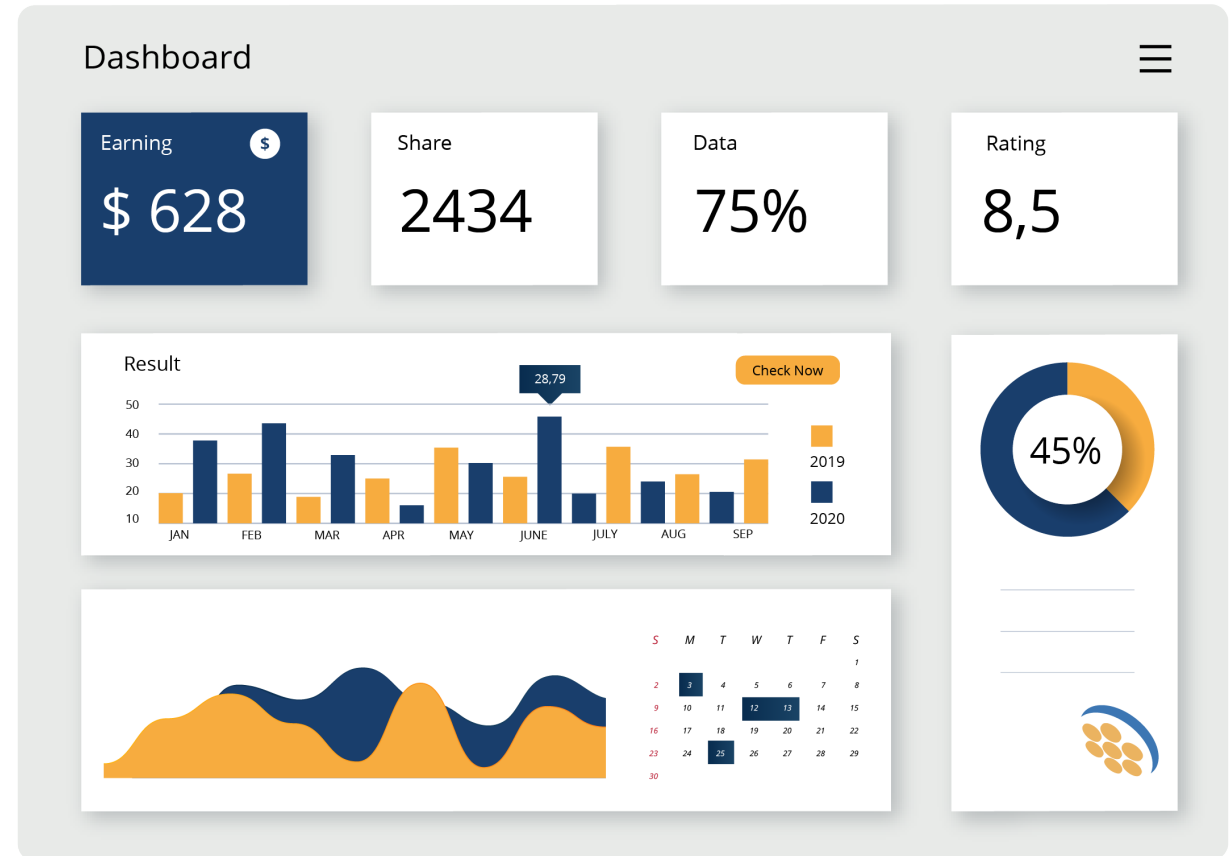
Supply Chain Optimization

- Why focus on Supply Chain?
- Data-driven focus
- Leveraging GPO
- Inventory management
- Key metrics



Monitor Fixed and Variable Costs

- What should you focus on?
- Dashboards to monitor spend



Key Expense Categories to Manage

- Staffing & Salaries
- Drugs, Implants, Supplies
- Rent, Anesthesia, Equipment Service
- Linen, IT, Miscellaneous



Maximize OR Utilization

- Capacity Optimization
- Data-Driven Scheduling
- Metrics to Track



Data-Driven Decision Making

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- Track KPIs
- Dashboards in Action



Enhance Patient Satisfaction

- Why Patient Satisfaction Matters
- Financial Impacts
- Key Drivers of Satisfaction
- Turn Insights into Action



Integrate Technology

- Why Tech Matters
- Barriers and Solutions
- Measuring Success



Lessons Learned

- ✅ Data is the Catalyst
- 🤝 Cultural Buy-In is Crucial
- 🧩 One Size Does Not Fit All
- 💡 Small Wins Compound
- 🔧 Continuous Improvement is the Mindset

Key Takeaways

- Revenue
- Cost
- Operations



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Questions?



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