

# Healthcare Operations Cost Control & Productivity Management

## INTRODUCTION

- The current healthcare environment requires that healthcare organisations across the globe find ways to reduce operating expenses while improving quality. When faced with the need to cut costs, many think of staff reductions, across-the-board decreases, or curtailing select programs and services. However, they fail to realise that hidden in their organisations are millions of dollars in overuse, misuse, and rework that can be removed not only without sacrificing but, in many cases, improving long-term quality and safety.
- Similar to any other major business problems, addressing the cost of healthcare may seem overwhelming and impossible to solve. Fortunately, there is a way to address the challenge of escalating healthcare costs that reduces the dependence on cost shifting and benefit cutbacks.
- Participants attending the Healthcare Operations: Cost Control & Productivity Management training course will develop the following competencies:
  - Report results using a balanced scorecard technique
  - Use the 10 ways to improve healthcare cost management
  - Increase costs for strategic decision-making capability
  - Know the ways to differentiate your healthcare program

## PROGRAMME OBJECTIVES

The primary objective of Healthcare Operations: Cost Control & Productivity Management training course is to enhance cost control management skills among decision-makers in the hospital, especially leaders who are primarily responsible for financial decisions. Attendees will also be able to:

- Participate actively in financial decision making that affects their department, like budgeting and forecasting
- Understand the strategic role of basic cost concepts
- Explain cost-driver concepts at the activity, volume, structural, and executional levels
- Explain the cost concepts used in product and service costing
- Identify the different ways to calculate the true cost and understand the real cost to their organisation for delivering patient care
- Control those costs effectively to assure sustainable profitability and growth

## WHO SHOULD ATTEND?

The Healthcare Operations: Cost Control & Productivity Management training course is appropriate for all Professionals working in healthcare/hospital operations who need a basic knowledge and a better understanding of healthcare cost management, especially:

- Operations Manager
- Chief Financial Officer
- Chief Executive Officer
- Chief Quality Officer
- Director of Organisational Development
- Performance Improvement staff
- Administrative Director
- Risk Management Staff
- Department Head
- Patient Safety Officer
- It will also benefit finance managers who have recently moved into the healthcare arena, who need to understand and practice how to apply cost control essentials in a healthcare context.

## TRAINING METHODOLOGY

- Healthcare Operations: Cost Control & Productivity Management training course uses a combination of class lectures, case studies / examples and group discussion. The latest educational methods and strategies are employed. The training course is designed to maximize delegate participation. This gives participants the opportunity to discuss with other delegates and the presenter their specific problems and appropriate solutions.

## PROGRAMME SUMMARY

- During this practical training course on Healthcare Operations: Cost Control & Productivity Management, participants will be able to learn how to identify the primary areas where excess expense typically occurs in healthcare. In addition, they will be able to design an approach for identifying and eliminating waste in their organisations that engages the front line and results in improved quality and reduced costs.

## PROGRAM OUTLINE

### Cost Management

- Direct vs. Indirect Costs
- Management Influence on Cost Behaviour
- Fixed Costs and Variable Costs
- Cost Hierarchy
- What is the Value of ABC

- When Would ABC be most Useful
- Cost Management Processes

### Implementation of Cost Management Processes

- Metrics for Cost Analysis
- Cost Volume Profit (CVP) Analysis
- Assumptions of CVP
- The Basic CVP Model
- Extensions of the Basic CVP Model
- Make vs. Buy (Outsourcing)
- Performance Improvement

### Economic Characteristics of Costs

- Relevant Costs for Decision Making
- Short-run vs. long-run
- Pitfalls to avoid
- 10 ways to improve healthcare cost management
- Report results using a balanced scorecard technique
- Adopt benchmarking
- Costs for Strategic Decision-Making

### Costs and Business Pressures

- Cost containment strategies
- Health issues around the world
- Healthcare market
- Health risk
- Employment challenges
- Lifestyle and chronic disease
- Preventing and managing claims

### Encourage Healthy Behaviours

- Incentive and Knowledge
- Combating Rising Employee Health Care Costs
- Cost Shifting Versus Cost Management
- Ways to Differentiate your Healthcare Program
- Employee Assistance Plan (EAP)
- Health Portal
- Health Risk Assessment (HRA)