

DRIVING VALUE:

IMPROVING PATIENT ACCESS STRATEGIES

BY: HOLLY BANNINGA, MBA, BHSA, PTA; DIRECTOR OF INPATIENT ACCESS

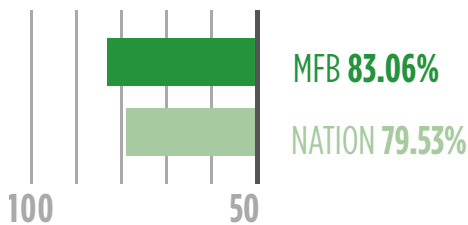
WHAT MATTERS MOST

At Mary Free Bed Rehabilitation, we focus on the priorities that drive value for our acute care partners:

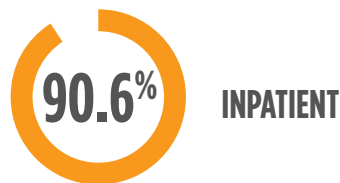
- Reducing acute care length of stay
- Achieving exceptional clinical outcomes
- Enhancing patient satisfaction

Our approach is centered on delivering high-quality rehabilitation care while aligning with the performance metrics that hospitals value most.

DISCHARGE TO COMMUNITY*



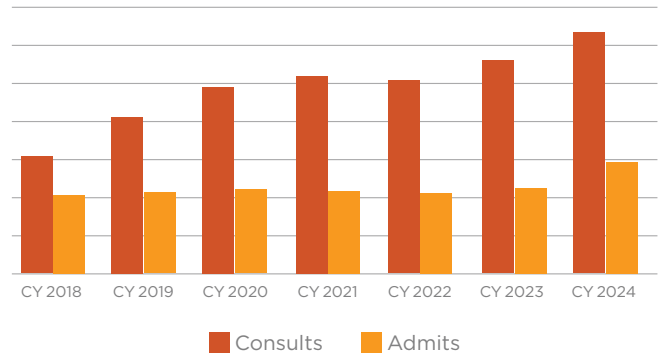
LIKELY TO RECOMMEND*



We're committed to delivering high-quality care and improving patient outcomes to maintain and enhance performance for our acute care partners. It is important to establish a systematic approach for evaluating and achieving goals.

Setting clear goals and benchmarks with performance indicators linked to key initiatives of our stakeholders is critical to maximizing patient outcomes. We review monthly dashboards with a calendar year look back to assess trends. We measure consults, referrals, admissions, and conversion rates and compare our performance against industry standards.

MFB GRAND RAPIDS CY CONSULTS & ADMITS



45% CONVERSION RATE



Mary Free Bed
Advisory Group

*Mary Free Bed Grand Rapids Campus Source: eRehab

*Financial information is from the consolidated Fiscal Year 2024 audited financial statements of the Mary Free Bed Guild and its subsidiaries. The auditor's report is available for inspection at 235 Wealthy St. SE, Grand Rapids, MI 49503-5347.

KEY QUESTIONS THAT GUIDE OUR ACCESS STRATEGY

We post the following questions to review our indicators:

- Are we identifying all patients who need access to inpatient rehabilitation?

- Is our team dynamic and cohesive?

- How well are we integrated with our closest partners?

- Are our quality measures relevant and purposeful?

- Does our referral response time ensure patients receive the right care at the right time?

BUILDING AN EFFECTIVE PATIENT ACCESS TEAM

A high-functioning access team is essential to optimizing throughput and quality.

KEY COMPONENTS INCLUDE:

1

Physiatry Leadership

Early, decisive engagement ensures patients receive timely and appropriate care recommendations.

2

Clinical Liaisons

At the bedside, these professionals serve as advocates and educators for patients and families.

3

Utilization Review Team

Strengthening payer relationships, managing authorizations, and reducing denial rates.

4

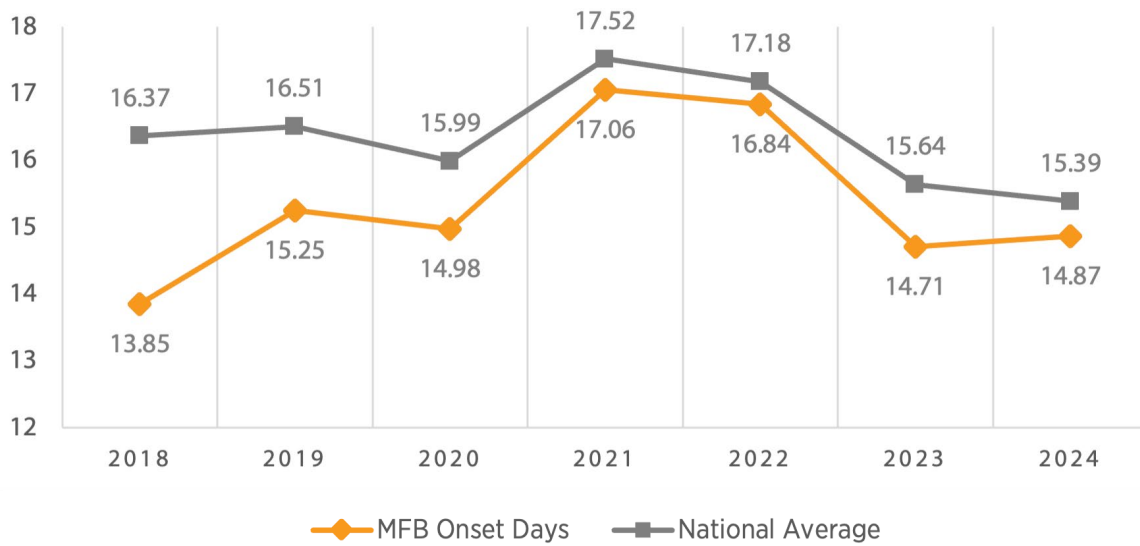
Access Coordination

Ensuring seamless pre-registration, insurance verification, and auto/workers' comp. processing.

Transparent communication of outcomes to referring hospital teams—specifically as it relates to throughput—is critical to strengthening trust and collaboration.



MFB GRAND RAPIDS ONSET DAYS



A TRUSTED PARTNER IN COMPLEX CARE

As hospitals work to reduce acute care length of stay, strong partnerships with post-acute providers are essential—especially those equipped to manage medically complex patients amid an aging population and the increasing prevalence of chronic diseases.

Mary Free Bed has demonstrated success in exceeding acute care hospital expectations through our partnerships.

LET'S DRIVE PERFORMANCE TOGETHER.

Explore how a Mary Free Bed partnership can enhance patient access, improve outcomes, and reduce cost across your system. Contact us to learn more about our partnership opportunities and consulting services.



MARY FREE BED ADVISORY GROUP

📞 616.840.8258

✉️ advisorygroup@maryfreebed.com

🌐 maryfreebed.com/advisorygroup

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