



Hospitalist Services Program Overview

IN Compass Health Inc. is one of the largest hospitalist providers in the nation. We assist hospital and medical staffs in building successful Hospitalist Programs that optimize clinical and financial outcomes. We contract with hospitals to staff and manage their in-patient care, providing a team of Hospitalists, professional management and administrative support, including billing and reimbursement services. At **IN Compass Health Inc.** our policy is to provide 24-hour coverage at its client facilities through a dedicated team of on-site and on-call Hospitalist resulting in a continuous support to all areas of the hospital on an “*as needed basis*”, particularly in the Emergency Department where the immediate care of unassigned patients is needed.

IN Compass Health Inc. was founded by Dr. Robert Holloway and Dan Fuller in September, 2000 and began operating its first program early 2001 at North Fulton Regional Medical Center in Roswell Georgia. Previous to co-founding ICH, Dr. Holloway established one of the first formal Hospitalist Programs in the country in 1990 in the Atlanta area. **IN Compass Health Inc.** is the premier provider of Hospitalist services, staffing and managing programs currently at 35 facilities in 15 states and employing over 350 full and part time physicians.

From its inception, **IN Compass Health Inc.** leadership made a strategic decision to focus only on Hospitalist medicine. We believe this singleness of purpose is a significant contributing factor to our clinical and operational success of the Hospitalist Programs we manage throughout the country. We are convinced that by utilizing physicians who just see and treat patients in the hospital, you can enhance patient care, reduce utilization and improve patient satisfaction. We will use our experience to develop a Hospitalist Program built on communication, quality patient care and teamwork...a Hospitalist Program that enhances the reputation of your Hospital, improves physician and patient care along with satisfaction, and builds market share.

Today’s challenges in the hospital environment are numerous. At **IN Compass Health Inc.** we can help as we are committed to building Hospitalist Programs that utilize the best clinical practices to achieve the optimal financial outcomes and to reduce the ALOS without comprising quality patient care.

Challenge: Recruitment

Hospital based medicine is the fastest growing medical specialty today; the demand for physicians is outstripping supply. Finding and retaining qualified physicians is one of the most difficult tasks hospitals encounter.

Solution:

IN Compass Health Inc. provides Hospitalist staffing and program management for all types of hospitals – nonprofit or for-profit, rural and urban settings; single institute or a multi-facilities environment. Whether you’re just getting started or have an existing program that needs some help. At **IN Compass Health Inc.**, we can provide the necessary support to ensure success at your facility or facilities.

The physicians we recruit are employed through our staffing arm **24ON Physicians P.C.** Only the top qualified physicians are recruited and hired to staff your Hospitalist Program 24/7/365. This relieves your institution of the costs and administrative burden of employing physicians.

In addition to the permanent physician solutions, **IN Compass Health Inc.** can also provide an interim solution by utilizing Locum Tenens until a more permanent physician is recruited which would require a mutual consent by both parties.

We are only as good as our physicians; Hospitalist qualifications include (which also applies to our LT hired):

- Board Certified in Internal Medicine (other specialties considered as mutually agreed)
- Detailed background and credential checks done on each candidate
- No Outpatient practice
- Site based and do not travel between client hospitals
- Appropriate Hospitalist experience
- Excellent communication skills
- Customer service mindset
- Commitment to the hospital AND community
- Professional Appearance

We understand in order for a Hospitalist Program to be successful, we believe that the physician must be fully integrated into the medical staff and culture at your institute. Our Physicians are expected to serve on hospital committees, participate in their respective medical societies and to live and be active in their community.

Once our Hospitalists are in place they will have performance reviews. **IN Compass Health Inc.** is committed to continual quality improvement of patient care and the functions of each of its practices. We consistently establish targets, measure outcomes and implement mechanisms to improve processes. To capture this information, we have developed a Scorecard that serves as a dashboard for you to quickly assess the performance of **IN Compass Health Inc.** and its physicians.

Challenge: Leadership

Major reasons why Hospitalist Programs fail: lack of leadership along with experience, weak infrastructure and not aligned with hospital goals and objectives.

Solution:

IN Compass Health Inc., knows of no other company with equivalent years of experience and expertise in the management of Hospitalist Programs of various size and complexity such as ours. Our experience in implementing new business, managing the day-to-day operations, detail to internal procedures, experience with billing and coding, and our experience with physician recruitment along with relations has clearly positioned us as a national leader of Hospitalist services. At **IN Compass Health Inc.**, Balance = Performance; doing the right thing clinically for the patient irrespective of cost or public perception = caring for highest number of patients without compromising quality of care.

Our CEO; Robert Holloway MD, FACP, SFHM, is a practicing Hospitalist with 20 years of experience. As a practicing Hospitalist, he experiences firsthand the challenges and opportunities that physicians face daily in providing patient care. These experiences assist our leadership team in addressing issues proactively, before they become large challenges. Because our leadership team is led by a physician, our organization is physician driven and patient-centric. We hire Medical Directors for each of our Hospitalist Programs who are site-based and decisions are made primarily on doing what is appropriate for the patient. Our senior management team has a proven track record of success. Our executive team, have specific expertise in the area of physician practice management, and the experience and talent needed to drive the company to achieve the goals of any hospital. **IN Compass Health Inc.** has the momentum that is a byproduct of the practices we have established, the business and clinical teams we have in place, and an excellent reputation as a company that delivers what it promises to its client hospitals.

Challenge: ALOS

Hospital cost containment, cost reduction and alternative care delivery systems continue to preoccupy healthcare providers. The metrics used for gauging success of these efforts is ALOS. So how does a hospital reduce the ALOS which ultimately can yield large cost savings without increasing Severity of Illness (SOI) or Risk of Mortality (ROM)?

Solution:

Although the hospital will expend resources to support the Hospitalist Program, the hospital usually experiences significant reductions in overall costs experienced within the hospital. Our dedicated Hospitalists who focus full time upon inpatient medicine typically reduce the overall costs per discharge through reductions in ALOS and reductions in overall costs per discharge.

Challenge: ROI

Solution:

IN Compass Health Inc. will perform a detailed potential Return-on-Investment type analysis for your hospital. These vary in complexity, but consist of:

- Cost per Case and ALOS Benchmarking
- Comparison between physicians
- Hospital vs. benchmarks
- Hospitalist group vs. other hospital physicians and/or benchmarks

We typically collect a standard data set from the hospital. This normally contains primarily the ALOS and average cost per case (total or variable) for all cases (we parse out the relevant data) plus CMS (old) DRG#, MS (new) DRG#, DRG descriptions, number of cases, ALOS, ACC, by doctor for the time period (usually a quarter or year). We typically find that cost savings of 5-15% and LOS decreases (throughput increases) of 5-20% are not uncommon.

Challenge: Patient Satisfaction

A loyal patient is a hospital's best asset and has unlimited marketing power. So how does a hospital ensure that patient satisfaction is priority #1?

Solution:

Tracking and reporting satisfaction surveying and scoring is an integral component of our Hospitalist Program. We do these surveys on a regular basis. Areas that drop below target scores (90%) would be addressed and an action plan would be implemented to address the issues to get the specific area back to an acceptable range.

Challenge: Coding Compliance

Failing to maintain sufficient documentation to support the diagnosis for claims submitted and services improperly coded are major impacts that affect both physicians and hospitals for reimbursement.

Solution:

IN Compass Health Inc. requires all employed physicians to complete a 6-module, on-line, web-based Coding and Documentation course. In addition **IN Compass Health Inc.** utilizes a review process to assure physician documentation is in compliance with federal and state regulations.

When you partner with **IN Compass Health Inc.** your hospital enjoys all the advantages of a Hospitalist Program while we handle all the challenges.

Benefits for your patient

- Better coordination and communication with their PCP
- Urgent care response
- Availability of onsite physicians 24/7/365
- Onsite expertise for complicated medical cases
- Increased adherence to treatment plans
- Single-point-of-contact to coordinate inpatient care
- Prompt tracking of test results and ordering follow-up
- Shorter hospital stays
- Coordination of care at discharge

Benefits for your hospital:

- Shorter ALOS
- Reduced cost per case
- Increased patient capacity
- Improved ED throughput
- Control group for standardized inpatient care
- Better care coordination
- Shorter physician response times
- Improved communications
- Committee participation
- Core measure compliance
- Lower admission rate
- Improved satisfaction for patients PCPs and nursing staff
- Fewer avoidable patient days

Benefits for your PCP:

- Improved throughput within office practice
- More time to see more patients
- Collaborative care partnered in the hospital
- Less time out of the office
- Improved patient response time using extended resources



LEARN MORE....

IN Compass Health Inc. can manage your entire Hospitalist Program. We offer a full suite of services to cover every aspect of running an effective and cost-efficient program. You can choose your level of support your hospital needs and can change as your hospital program grows and matures over time.

For more information on any of our services contact us toll-free at **1-877-837-0941** or visit us at www.incompasshealth.com.

