|  |
| --- |
| **STRENGTHS AND WEAKNESSES**  |
| **Suggested Questions** | **Source** | **Feedback** |
| **Admissions** |
| What is the length of stay? Is the LOS shorter or longer than other Swing Bed programs? Why is the LOS shorter or longer? |  |  |
| What are the opportunities to increase internal admissions (patients in inpatient status)? |  |  |
| What types of patients are being admitted now? Are there other types of patients that could be admitted? If other types of patients could be accepted, what additional resources would be required?*(i.e., stroke patients – but would need speech therapy)* |  |  |
| **Staffing** |
| Is there a dedicated Swing Bed coordinator? |  |  |
| What is the nurse-to-patient ratio? Is this better or worse than skilled nursing facilities in the area? |  |  |
| Are PT, OT, and Speech available to meet patient needs? |  |  |
| If you don't have Speech therapy, does this impact the types of patients you can take? |  |  |
| Is there enough staff to allow for an increase in the census? Why or why not? |  |  |
| **Satisfaction** |
| Is the patient experience (satisfaction) measured? |  |  |
| What do patients and families say about the Swing Bed program? Have they identified any opportunities for improvement? |  |  |
| What do referral sources say about the Swing Bed Program? Have they identified any opportunities for improvement? |  |  |
| What do providers, senior leaders, and staff say about the Swing Bed program? Have they identified any opportunities for improvement? *Important Note: It's essential to conduct interviews with staff and providers as part of the analysis. Listen to what they say without contradicting – it's their opinion! Only ask clarifying questions such as, "tell me more," "can you give me an example of when that happened." Also, ask for ideas on how to improve.* |  |  |
| **Staff and Provider Knowledge** |
| Are staff and providers knowledgeable regarding the types of Swing Bed patients that can be admitted to Swing Bed, including patients that may need teaching and training? |  |  |
| Are staff and providers knowledgeable about the length of stay requirements? |  |  |
| Are staff and providers knowledgeable about the maintenance therapy standards? |  |  |
| **Swing Bed Processes** |
| How long does it take to accept or decline a referral? |  |  |
| Are admission processes efficient? |  |  |
| Does the Swing Bed program meet regulatory requirements? |  |  |
| **Patient Outcomes** |
| Are you measuring patient outcomes? Why or why not? |  |  |
| What opportunities have been identified in the outcome data? |  |  |
| Is patient outcome data shared with patients and families? Why or why not. |  |  |
| Is patient outcome data shared with providers and staff? Why or why not. |  |  |
| Is patient outcome data shared with referral sources? Why or why not. |  |  |
| **Marketing** |
| Is there a professional-looking brochure about Swing Bed? |  |  |
| Are Swing Beds prominently displayed on the Hospital web page? |  |  |
| Do referral sources know what types of patients you can accept? |  |  |
| Are patients transferred from the ER to a higher level of care provided information about returning to Swing Bed? |  |  |
| Is Swing Bed part of the Hospital's social media presence (Facebook, Twitter, etc.) |  |  |
| **OPPORTUNITIES** |
| **Suggested Questions** | **Source** | **Feedback** |
| Who are the competitors for swing beds? Skilled Nursing Facilities? Critical Access Hospitals with Swing Beds? Other? |  |  |
| For each competitor, review their strengths and vulnerabilities:* Level of care provided (identify any special services that may be provided)
* Star rating (if SNF) from nursing center compare (CMS)
* Patient choice (if known)
 |  |  |
| What are the admission sources? What are the opportunities to increase admissions from one or more external admission sources? |  |  |
| What is the payor mix? Are there any opportunities to change the payor mix? Are there any opportunities to increase reimbursement thru contractual agreements? |  |  |
| **THREATS** |
| **Suggested Questions** | **Source** | **Feedback** |
| Are there potential (future) changes in reimbursement from Medicare? |  |  |
| How is the payor mix shifting? Will this impact reimbursement? (i.e., more Managed Medicare plans) |  |  |