



KAIDEN HEALTHCARE MANAGEMENT, LLC

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Sample Projects

Review this list of sample projects to see the type of work completed by our network members.

Operational Improvement

- Developed and provided training programs on process improvement methods for health care organizations
- Provided consulting and facilitation support to hospital improvement projects in patient registration, ED wait time and OR turnaround projects
- Increased use and reduced time to administer thrombolytics in emergency room
- Implemented standardized scheduling for hospital nursing staff
- Conducted an operations review and work flow analysis of the administrative function of a children's social services agency. Developed a re-engineered model to reduce paper and work processes
- Organizational and operational reviews of hospitals and multi-hospital systems
- Managed the installation of a new financial system for a University and hospital health care group
- Operational analysis and comparison of key operating statistics of State-owned nursing homes with other large publicly owned nursing homes
- Developed capacity building program for non-profits to introduce workflow design and performance planning skills to improve programmatic capabilities and funding opportunities

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"The significant problems we have cannot be solved at the same level of thinking with which we created them."

Albert Einstein

- Operational review of a long-term care waiver program operated by one of the largest area agencies on aging in the country
- Prepared Medicaid managed care organization's compliance plan
- Performed operational diagnostic reviews of two nursing homes, an acute care center and an intermediate care/ residential facility. These studies included Materials Management, Charge Control, Business Office and Data Processing requirements.
- Streamlined process for central tourism reservation center, reducing call time by 50%
- Facilitated hospital collaborative project on C-Section rates
- Reduced temporary nursing staff budget by 50% by establishing nursing float pool
- Installed a General Ledger system for a 12 hospital health care group.
- Conducted an operations review and analysis of the administrative functions of a major Roman Catholic Archdiocese
- Identified \$1.2 million in annual savings through improved acquisition, delivery, utilization and management of pharmacologic products and services in the long term care lines of business.
- Development new model for contracting for medical school faculty services.
- Designed an affordable health insurance product for small businesses in PA
- Collaborated with medical leadership and management teams in targeting clinical areas for improvement.

Customer-Driven Quality

- Improved inpatient satisfaction from 60th percentile to over the 90th percentile
- Developed service excellence standards for hospital with team of front line staff
- "Strengthening Customer Relationship" program improved customer satisfaction scores from 79% to 95% at Abbott Labs division
- Evaluation and selection process for state-wide standard patient satisfaction survey for home health care organizations

- Designed and implemented event reporting process resulting in increased proactive reporting of potential problems and reduced liability claims including a workers compensation tracking system to provide real-time trend analyses
- Developed and implemented Clinical Practice Guidelines for physician practices
- Coordinated and provided seminars for clinical staff and physicians: Telephone Nurse Triage Training Program and Managed Care performance training for physician practices
- Design quality improvement strategies including medication error reduction for providers of services to developmentally disabled/mentally retarded clients
- Collaborated with physicians to identify opportunities for the improvement of patient care.
Design and implementation of a Medicaid patient-based reimbursement system for skilled and intermediate nursing home care in the State of Delaware
- Assist national accrediting organizations on patient safety/medical errors collaborative project, network recognition and collaboration with state agencies
- Developed standard of care protocol, staff retention strategies and managed care best practices for state correctional health services agencies

Employee Satisfaction & Well Being

- Developed a leadership curriculum that resulted in improved satisfaction with management.
- Development of a collaborative among four long term care providers related to certified nurse assistant (CNA) retention strategies
- Managed an employee opinion survey process resulting in consistent increases in participation, survey expense reduction of 31% and improved reporting of data.
- Developed, implemented and evaluated organizational development and training initiatives for 3,800 employee population.
- Development of health promotion and disease management programs designed to reach widely dispersed and mobile employee population, achieving a 70% participation rate in general programs, and an 80% participation rate for the high-risk population, with measurable improvements in individual health behaviors and biometrics

- Redesigned an employee orientation process to reduce new employee turnover, increase new employee satisfaction and provide a consistent and efficient mechanism to integrate new employees into the organization's culture.
- Executive/Corporate coaching for team improvement initiatives including forecasting, communications, and sales and marketing.
- Integro Leadership programs for organizational development and team building.
- Development and implementation of solutions models to create total absence management systems and enhance employee health and productivity

Planning & New Business Development

- Facilitated board retreat for non-profit association resulting in horizontal integration of 16 agencies
- Facilitated creation of new non-profit organization, working with diverse 23 member board
- Wrote successful Robert Wood Johnson grants for \$2.5 million
- Strategic planning process for \$ 1 million non-profit organization
- Developed business plan for non-profit organization linking action steps and measurements to key strategic objectives
- Developed business plan for Comprehensive Breast Center
- Researched feasibility and developed business plan for outpatient radiology center
- Feasibility study for ambulatory care center in secondary hospital service area
- Cardiac Rehab program feasibility and business plan
- Conducted an assessment of the information technology needs of a national medical billing management company, which specialized in hospital, physician and faculty practice billing and receivables management.
- Strategic plans for academic medical centers, women's services and pediatric services, ambulatory care, rehabilitation community hospitals, long-term care providers, continuing care retirement communities, and home health agencies

- Analysis of geographic areas and service needs for new program development related to naturally occurring retirement communities (NORCs), other aging in place initiatives, and non-skilled home care services.
- Market demand studies for elderly housing, adult congregate living facilities, personal care facilities, and skilled nursing bed additions and new construction
- Development of state nursing home reimbursement system
Identify and develop new business opportunities for provider of services to persons with developmental disabilities
- Research and develop a strategy for pharmacy services for Medical Assistance and Medicare special needs population
- Research and design pharmaceutical purchasing program for state government
- Researched and wrote health delivery issues and status reports for state agencies and government officials
- Establishment of tactical and strategic partnerships with corporate and community-based organizations to develop products and programs that support initiatives surrounding the management of chronic diseases
- Establishment of a Preferred Provider Network of medical specialists, case managers, and vocational rehabilitation specialists to serve an organization with employees in fifteen states

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