

Healthcare Business Planning Checklist



Is your healthcare business positioned for success? This checklist can help you understand where your business is prepared to meet your goals, and where you may be at risk. [Find out:](#)

PEOPLE COMPONENTS



- ☐ Is the right leadership in place, including yourself, to oversee the key areas of your business such as HR, revenue cycle management, compliance, and technology?
- ☐ Do those team members have the necessary time, knowledge, and resources to manage these areas effectively?
- ☐ Are you or members of your staff feeling overwhelmed by managing additional responsibilities along with fulfilling your core purpose of providing care?
- ☐ Are you satisfied with your ability to recruit, hire, onboard, train - and if necessary - end employment in a legal and streamlined manner through changes in staffing needs?
- ☐ Do you have the resources to retain high-performing staff, including competitive benefits and ongoing development opportunities?
- ☐ If you are experiencing turnover, do you understand why your employees leave and what you can do to address it?

PROTECTION COMPONENTS



- ☐ Do you/your leaders feel confident in your ability to manage your employee relations efforts in accordance with federal and state laws?
- ☐ Do you/your leaders feel confident in your knowledge of the latest rules to comply with regulatory oversight from organizations like CMS?
- ☐ Are your staff members fully trained on these requirements - and do you have a scalable program in place for ongoing training?



- ☐ If you were audited tomorrow, do you worry that your documentation and care practices might not be up to standards?
- ☐ Has it been a while since you've reviewed your insurance coverage, including those policies that cover your business as well as any employee plans?
- ☐ Do you wonder whether your business has sufficient security in place across your network and technology platforms to prevent a data leak?

PROFITABILITY COMPONENTS



- ☐ Do you find it challenging to focus on growing your business because you are pulled in other directions or lack resources?
- ☐ Are you spending money on multiple partnerships or full-time staff that you really can't afford or that do not contribute to your bottom line?
- ☐ Are you satisfied with the effectiveness and efficiency of your business's revenue cycle management operations?
- ☐ Have you experienced delays or errors in billing due to insufficient coverage, expertise, or time within your current staff?
- ☐ Are you experiencing an increase in ADRs that is putting additional pressure on you or your staff to resolve?
- ☐ Have you been hit with fines, or are you concerned with your ability to weather costly HR or healthcare compliance-related penalties?

PRODUCTIVITY COMPONENTS



- ☐ Have you ever thought about your business processes and wondered if there is a better way to automate and simplify your operations?
- ☐ Is your current technology failing to meet your needs or help you and your staff accomplish tasks more easily?
- ☐ Do you/your leaders feel that you're missing the reporting and insights you need to make business decisions based on data?
- ☐ Are you confident that your processes create efficiency to provide enough care and attention to your patient families?
- ☐ Have you already considered a need for additional resources or expertise to make your goals for your business a reality?

HOW DID IT GO?

If any of your answers aren't what you hoped they would be, we can help.

Get in touch with our team: empowersvc.com/contact