



HOW  
BETTER  
HAPPENS.



# Retention, Reimbursement, and Regulation



Kristen Duell, EVP



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# OUR PANDEMIC YEAR—A COVID-19 TIMELINE

On March 11, the WHO declared COVID-19 a pandemic. Here is a look back at a year in disruption.

## A MYSTERIOUS NEW ILLNESS

Images appear of Wuhan in lockdown, where officials attempt to contain a mysterious virus. Soon after, new cases and deaths related to (what's later named) COVID-19 surge in Europe.

## THE WORLD SHUTS DOWN

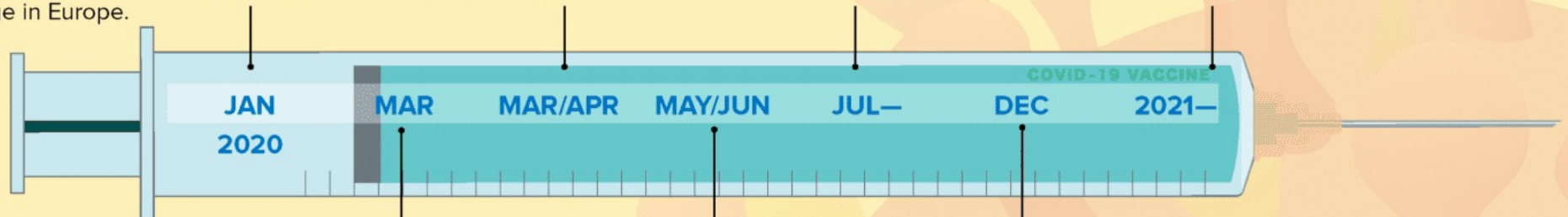
Countries seal borders; sports teams cancel seasons; schools close and employees go home. People start wearing masks and "social distancing."

## UPTICK IN MENTAL HEALTH ISSUES

People struggle as continued unemployment and/or working from home without childcare/school takes its toll. U.S. break records for daily cases/deaths.

## LIGHT AT THE END OF THE TUNNEL?

2021 begins with a race to vaccinate. Cases and deaths begin to fall. But the variants are still a threat, vaccine rollout is uneven, and we are still wearing masks.



## THE VIRUS SPREADS, CASES MULTIPLY

The Grand Princess cruise ship, docked outside of San Fran, has passengers with COVID-19; Bay Area is first in the U.S. to announce shelter-in-place orders; hospitals become overwhelmed as cases grow; there is a nationwide shortage of PPE.

## FLATTENING THE CURVE—FOR A WHILE

After "flattening the curve," cases begin to skyrocket again as states "reopen" in different phases. Researchers continue to race to identify treatments and make vaccines.

## NEW HOPE, NEW MUTATIONS

The FDA authorizes two vaccines. Major variants begin to circulate, some of which might impact the effectiveness of vaccines.

## Regulatory

## Pandemic

2022  
Proposed  
Rules

EVV

PDGM

RCD

PPE Shortage +  
Distribution

New Protocols

Accelerating  
Care at Home

Staff & Patient  
Quarantine(s)

**Staff Shortages**

Vaccination  
Mandates

Hospital & SNF  
at Home

**KanTime**  
Healthcare Software

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# Retention, Reimbursement, and Regulation

## Question 1:

What are some examples of the personnel retention issues you've experienced in the last 18 months and your actions to mitigate these?



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Question 2:

What are some of the methods you have seen deployed to ensure adequate focus in this area, and what results have you realized?



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## Question 3:

What level of oversight are you employing to ensure your chosen methods are indeed consistently providing the results you expect?



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Question 4:

What do you think agencies should be doing to ensure success, or what should they be avoiding?



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Carlo Perez, CEO



# Thank You



Kristen Duell, EVP



John Kunysz, CEO



Carlo Perez, CEO



Eric Scharber, Managing Principal

