

# 2011 Industry Perspectives

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## *Looking Forward To 2011 – What Can Home Care Expect?*



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In 2011, most home care agencies will continue their efforts to maximize resources and discover creative ways to develop and grow their business in a time of fiscal restraint. Not only will agencies experience a 3% decrease in Medicare reimbursements, but new physician/patient face-to-face requirements will further strain agencies' resources and have a direct impact on bottom-line Medicare revenues. It's more important than ever to work smarter and leaner, to identify and implement processes and technology to help employees do more with less (less time, energy, and travel).

It's paramount to have efficiency without sacrificing patient outcomes – from making home visits when needed to providing timely and effective employee training. Bringing your training program online saves time and money and gives managers more time to do more; they'll need more time to accomplish more with limited resources. You can also use online training to immediately alert and train staff about regulations changes like the one mentioned above. Other cost savings associated with online training include lower staff turnover rates, faster and more effective orientation, and the virtual elimination of "track time." Implementing just one process that saves time and money can prove to be a valuable investment that positively affects patient care and overall agency success.