

Management Services

Financial Services

- Accounts payable
- Accounts receivable
- Financial forecasting
- Budgeting
- General ledger
- Payroll
- Resident billing
- Refinancing*
- Financial analysis*
- Cost reporting*

Vendor Management

- Standardized furniture, fixtures and equipment
- Active part of GPO
- Managed care contracting*

Human Resources

- Employee assistance programs*
- Hiring processes and file audits
- Compensation analysis
- Wellness programs
- Worker's compensation
- Negotiate contracts for health benefits and insurance
- Benefits administration*
- Leave of Absence management
- HR compliance and policy management

- Information Technology
- 24/7 help desk and IT support
- Implementation and deployment project management (EHR, Financial packages)
- Local and virtual cyber security support and oversight
- Approved software support
- Suite of fully integrated software for RCFE and SNF management
- CIO design and infrastructure planning*
- Community IT Support*
- Operations
- RCFE and Life Plan operational standards and procedures
- Customer satisfaction (employee, resident and family) real-time dashboard reports and monitoring
- Signature programs for life enrichment and culinary programs
- Design, build and start-up support*

Quality and Compliance

- Audits and inspection preparations
- Mock surveys for SNFs (RCFE coming soon)
- Competency training for key clinical positions
- Clinical policy and procedures
- Medical record reviews

Management Services

- Regulatory survey support
- Quality and compliance oversight
- Standardized practices and training
- Continuing Education accredited provider for BRNs*

Sales and Marketing

- Brand and marketing management
- Media planning and budgeting
- Collateral design and production
- Website and digital lead management
- Social media channel management
- Sales training and sales system support
- CRM management
- PR and reputation management
- Pre-sell and opening*

Capital Asset Management

- Capital Assessments and planning
- Project Management on qualifying projects*
- Contractor management

Strategic Planning

- Strategic retreat planning/facilitation
- Board education and development
- SWOT analysis*
- Market analysis*
- Trend analysis

Training, Education and Professional Development

- Eskaton Academy, including 48 hours RCFE required training offerings
- Supervisor, management education
- DEI training
- Clinical training
- Corporate compliance
- Dementia training
- Employee technology training
- Management development series
- Supervisor training

Risk Management and Legal Support

- Legal case management
- Insurance
- RM best practice procedures
- Patient/Resident Safety Organization (PSO)

* Additional fee may apply