

How to Read Performance Reports & Craft a Departmental Dashboard

February 24, 2010 ~ 10:00 – 11:00 a.m. CST

Analyzing Performance Using Volume Adjusted Variance Analysis

March 18, 2010 ~ 10:00 – 11:00 a.m. CST

Performance Management: Forecasting, Performance Mapping, Process Analysis

April 22, 2010 ~ 10:00 – 11:00 a.m. CST



*Webinars are relatively short (1 to 2 hours), live, interactive presentations using the Internet and telephone conferencing lines. Each registration is entitled to **One** dial-in and **One** Internet connection. If you have a projector connected to the Internet and a speakerphone, your whole team can attend for the price of one! **The price quoted is per connection.** Once you register for the Webinar, 3 business days before the program we will send you a Toll Free Dial-in-Number, Login URL and the Participant Entry Code to be used for the webinar. It is that simple.*

Faculty:

William J. Ward, Jr. is the Director of the MHS Degree Program in Health Finance and Management at the Johns Hopkins University's Bloomberg School of Public Health and a Principal with Healthcare Management Resources Inc., a Maryland-based consulting firm. He is an experienced professional, having spent more than 20 years in operational and financial leadership positions in health care and manufacturing. He also teaches at the Johns Hopkins University School of Nursing and the University of Maryland School of Nursing. Previously, Ward served as Vice President for Operations of a 650-bed member hospital of the Johns Hopkins Health System.

Target Audience:

CFO, CNO, Vice President of Patient Care Services, Directors, Department Heads, Managers and others involved in the management of hospital departments

How to Read Performance Reports & Craft a Departmental Dashboard

Managers today are being overloaded with a staggering amount of financial and other performance data. Compounding this is the fact that many managers are unsure of how to “read” the reports they receive. They need the ability to “cut through” the data and find the information needed to understand and improve performance.

This one hour webinar will help managers understand how to look at performance reports in order to discern the information in them. It will also show how departmental dashboards can simplify the process of monitoring performance in order to stay “ahead of the curve” in managing scarce resources. Following the program, participants will be able to:

- Explain the characteristics of good reports
- Understand how to go about examining performance reports
- Describe the importance of graphic data displays
- Explain the importance of performance dashboards
- Select appropriate metrics for the dashboards

Analyzing Performance Using Volume Adjusted Variance Analysis

This one hour program offers healthcare managers the tool (volume adjusted variance analysis) they need to manage a budget and comply with financial constraints. Few managers ever comply completely with their expense budget. The better managers are those who, having “missed” the budget, are able to determine the real cause of the deviation and then take effective and timely action to correct the deviation. Participants in this webinar will learn how to prepare volume adjusted variance analysis for salaries and supplies and use the information gained from the analysis to help them comply with budgetary constraints. Following this program, participants will be able to:

- Describe volume adjusted variance analysis
- Explain its importance in managing a budget
- Understand how to calculate a volume adjusted variances for labor rate, worker efficiency, supply price and supply usage
- Demonstrate awareness of the potential causes of financial performance variances
- Describe the actions to take after completing the analysis

At the conclusion of the program, participants will receive a complimentary copy of Financial Models for Better Decision Making © with templates to assist in preparing Volume Adjusted Variance Analysis for salaries and for supply spending.

Performance Management: Forecasting, Performance Mapping, Process Analysis

To be effective in achieving their objectives, managers must possess specific tools for managing the budget and the ability to look beyond performance reports to forecast future spending, to identify areas of concern or opportunity, and to improve work processes is essential to success.

This one hour webinar will introduce managers to a simplified method of predicting future expenditures. It will explore an objective way to examine departmental performance that highlights both high-performing departments and to those in need of some assistance. Three methods of examining routine work processes will be discussed.

At the end of the program, participants will be able to:

- Prepare a forecast of expenses through the end of the fiscal year
- Use bilateral performance mapping to identify high-and low-performing departments
- Examine work processes using Process Flow Analysis, Brown Paper Analysis, and Value Stream Mapping

At the conclusion of the program, participants will receive a complimentary copy of Financial Models for Better Decision Making © which contains a template for preparing an expense forecast.

PROGRAM FEE: *The cost of the program is PER CONNECTION, NOT PER PERSON.*

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Per Connection: IHA Members \$185.00
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