

Helping healthcare staff lead innovation and organizational excellence.

We help you find hidden opportunities, minimize risk, ensure compliance, save money, and reduce your need for outside consultants. "Our job is to work ourselves out of a job," declares Lynn Ruppertsberger-Swisher, our Managing Consultant and Practice Group Lead.

Granite GRC's Clinical Assessment, Risk Management and Compliance Program (CRC) Practice Group helps hospitals, physician practices, behavioral health providers, continuing care retirement facilities (CCRCs), long-term care providers, home health and hospice providers mitigate risk to ensure success.

## Rising to the Challenges

Our consultants have worked in healthcare, and we understand the frontline challenges you face. We partner with medical facilities and organizations to implement strategies, solutions, and best practices designed to get results. Our approach includes the following proven tactics:

- Holding ourselves accountable at all stages of the process.
- Working closely with you to establish and achieve concrete goals.
- Communicating these goals to your teams and educating them to identify and focus on areas of improvement.
- Providing the training and resources your teams need to meet their goals successfully.
- Encouraging people at all levels of your organization to develop and deepen their risk management and leadership skills.

## Delivering Trusted Guidance

While addressing your most pressing challenges, we also provide ongoing recommendations in the areas of governance, finance, and operations. For governance, the CRC Practice Group offers guidance on mock surveys, records review, documentation, QA/PI auditing, corporate compliance, strategic and scenario-based planning, culture change, communication, root-cause analyses, behavioral safety and staff retention, and cybersecurity risk exposure.

We also offer help with the financial and operational aspects of your organization. This starts with our detailed assessments of financial efficiency, case mix, potential grant possibilities, collections, mergers and acquisitions, and other areas. Once the CRC Practice Group completes these assessments, we make recommendations based on best practices, proven financial and communications strategies, and standards for encouraging excellence at all levels of operations.

## Inspiring Innovation

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Allocating resources to foster innovation helps facilities and organizations change with the healthcare industry — or lead the change themselves. Making innovation a priority for growth and future success means embedding it deep into the heart of your organization's objectives, allocating your resources accordingly, and holding your teams accountable for the desired results.

While encouraging innovative ideas, the CRC Group measures progress on a day-to-day, week-to-week, and month-to-month basis. This steady approach enables you to change course and redirect resources to eliminate processes that aren't working and amplify those that are. We also see to help "change hearts and minds" to create broad in-house ownership of strategic goals and accountability.

## Measuring Progress

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The CRC Practice Group helps teams understand what they need to accomplish and measure progress, translate initiatives into specific goals, and ensure that individuals are fully onboard and do their part. Educating departments to help them understand how day-to-day decisions are made across your organization can help CEOs and CFOs shift their focus to strategic leadership and development.

Issues we can help you address include:

- Operational challenges and inefficiencies
- Fiscal challenges
- Lack of staff accountability
- High staff turnover and/or low morale
- Lack of transparency in leadership
- Poor communication
- Inconsistent application of performance improvement metrics
- Limited growth and poor satisfaction

## Partnering with You

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Our certified professionals in the CRC Practice Group are passionate about partnering with you to build your road to success. We even coordinate Joint Commission accreditation for your staffers to ensure they all have the tools and training needed to advance your initiatives and goals. Together, we can take your organization to the next level.

## Our Success Stories

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People on our CRC Practice group's team have delivered stellar results for past clients, and we can do the same or better for you.

Here are just a few of our success stories.

**Our group's senior clinical consultant helped a long-term care skilled nursing facility (SNF) go from a 2-star CMS rating to a 5-star CMS rating.**

**Another one of our consultants helped a facility reduce days receivable by 82%, allowance for bad debt by 90%, and accounts payable by 95%.**

**Our group has helped clients implement internal audit programs for Medicaid and Medicare with a below 1% error rate and develop a \$7.7 million budget in two months.**

# Meet the Clinical Assessment, Risk Management and Compliance Team Lead

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**C. Lynn Ruppertsberger-Swisher, PhD, MBA, RN, NHA, CHCQM, FAIHQ**  
Managing Consultant, CRC Team Lead

Lynn has nearly three decades of experience in healthcare operations, quality, and management. Her expertise in organizational psychology, clinical care, clinical research, managed care, and administration reflects her vast experience as a multidisciplinary, respected professional. Lynn provides management communication, leadership excellence and service excellence coaching to individual healthcare professionals as well as healthcare facilities.