

THIRD-PARTY
MANAGEMENT
CONSIDERATIONS

Self-Management vs.

FULL-SERVICE MANAGEMENT

You can focus on the big picture.
We'll take care of everything else.



Life Care[®]
Services

An  LCS Company



EVALUATION CONSIDERATIONS

When you partner with Life Care Services®, An LCS® Company, you'll have access to our more than 40 years of experience managing senior living communities. When communities engage Life Care Services, we use a systematic approach to onboarding that is uniquely customized. Starting on the very first day, we listen to your needs and goals, then begin to provide you with the tools you need to reach them.

Here's how we can create efficiencies, navigate regulations and support the mission of your community as a full-service management partner:

SELF-MANAGEMENT

Ultimate control and responsibility is with the board

Reliance on staff to manage costs and expenses

Board maintains all risk of operations

Executive director has limited network of support

Volunteer board involved in time consuming day-to-day management (more than desirable)

Limited opportunity for volume-driven purchasing savings

FULL-SERVICE MANAGEMENT

Ultimate control and responsibility is with the board

National operational and purchasing experience create potential for substantial cost savings

The board shares in risk of operations

Network of colleagues with similar objectives not in competition with each other (130+ for LCS)

Board focuses on governance (strategy, policy and financial)

Option to participate in CPS purchasing and *LCS Advantage*™ insurance program typically leading to savings

SELF-MANAGEMENT

FULL-SERVICE MANAGEMENT

Consulting services necessary for expertise not in the background of executive and/or board

Comprehensive and coordinated services in: compliance, human resources, technology, accounting, risk management/safety, health care consulting, marketing and sales, education/training, purchasing and insurance

Executive director replacement requires search, potentially requiring board to increase responsibility due to unknown length of search/vacancy

Will recommend candidate, generally already proven within management company, thus providing continuity and stability

In event of key staff extended medical leave or absence, board becomes more involved with daily operations

Provides continuous oversight by assignment of interim executive director, or may tap into corporate resource teams for department head assistance

Creation of policies and procedures from scratch or non-existent

Provides full range of recommended and time-tested policies and procedures

Rely on vendors to provide and update systems related to accounting, technology, etc.

Provides IT systems and support for financial reporting, payroll, billing

Executive director is solely responsible for occupancy development

Provides consultative and collaborative support to executive director regarding marketing and sales including new employee training, annual marketing, planning, advertising review, budget control, etc.

Board must hire or outsource training needs for staff and executive director training

Provides continuous training for the executive director and programs to implement with line staff, including OIG/corporate compliance, HIPAA, department head conferences, supervisory skills, sales training, hospitality training, etc.

Good statistical comparables difficult to find (e.g., financial, marketing and sales, etc.)

Management company can share benchmarks of comparisons with similar communities

Resident satisfaction score comparison limited to own data from prior years

Scores compiled via independent third party able to be compared to similar communities as well as own trend line

SELF-MANAGEMENT

FULL-SERVICE MANAGEMENT

Difficult to tap into department head expertise at other communities

Corporate resource teams comprised of community “star performers” available in food services, plant maintenance, activities, health support services, environmental services, health care billing, residential health services, and philanthropy fund development help problem solve and/or provide input to improve the operation

Board must evaluate executive director for leadership and performance

Board must evaluate management company for leadership and performance

Board performs executive director annual evaluation and compensation review

Management company performs evaluations with board input, and handles any performance issues

Board and staff sort through maze of health care regulations and requirements

Corporate compliance and provide training for health services teams keep all abreast of regulations, systems enhancements (e.g., accounting) to ensure accommodation of HIPAA, the Affordable Care Act, and other government initiatives

Self-directed strategic planning or use of consultant who may/may not have experience in senior living

Annual or biannual professionally conducted strategic planning sessions

Pays no management fee (but does have overhead)

Pays management fee and out-of-pocket reimbursables

Executive director relies on consultants or trade organizations for little to no support

Regional supervisor for mentoring, and built-in electronic support with other senior living executive directors within the same company



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