

# NATHAN S. KAUFMAN

## TESTIMONIALS

We just heard Nathan Kaufman speak at our leadership group this morning. A very powerful speaker that I wish all the care coordinators in the system could have heard. He spoke about the upcoming changes in Medicare and Managed Care reimbursement, changes required to maintain a positive financial and quality bottom line, and the importance of aggressive case management in achieving both these goals. Jim is going to email his presentation to our leadership group. I would like to share it with you. I don't easily get impressed with speakers but this guy had a message that everyone should hear. ~ **Department Manager; 250 Med Medical Center in the South West** ~

We just finished our meeting with the finance committee. They are in favor of agreeing to the rates. They were very surprised at the negotiations coming about so quickly. I really think that BCBS realizes that it would be very unfavorable to lose a provider at this time, as well as the risk of losing physician providers. Our goal was to get 35% increase in overall payments. After modeling the rates, our calculations show that we would get a 30% increase. On a rate basis, it puts us at 174% of Medicare (we started out at 133% of Medicare). Thank you for your help. ~ **Executive V.P. of Finance; 231 bed Medical Center in the South** ~

Nate, we're putting the finishing touches on a 5% budgeted net income for our FY starting July 1. We just started eICU, have two critical care docs starting in July, a hospitalist program will start in August, and many other items including projecting about 350 surgeries by our CV surgeon (~210-225 hearts). Much of this is due to your retreat last summer. . . . ~ **CEO, 180 bed Midwestern Hospital** ~

The retreat went very well. They really felt that your presentation was great --very intense, but, it gave them a real feel for how difficult this stuff is and gave us a sense of a direction-all in all—most comments were that it was the best retreat yet. Thanks. ~ **President & CEO; Northeast Hospital System**

You have always been one of the board's favorite speakers. Your candid and humorous presentations have brought an understanding to the hospital. Your operations review and assistance with our key managed care contracts, which resulted in doubling our bottom line in only 12 months! Our goal of building a replacement hospital quickly became a reality! ~ **CEO; 70 bed Hospital in the Southwest** ~

When our hospital's financial performance took a downturn, we asked Nate for advice. Working with Nate, we identified opportunities for revenue enhancement that resulted in a \$6+ Million improvement in our bottom line. ~ **CFO; 150 bed Hospital in the Northeast** ~

Nate, yesterday, the board just reviewed their board retreat results officially, and you received the highest scores! I have gotten nothing but positive feedback about your presentations. ~ **CFO; 350 Bed Medical Center in the South** ~

Here are sample comments from our retreat:

- Nate did a great job with the statistics of our hospital.
- Nate was an exceptional facilitator; great understanding of hospital and data.
- Nate brought level of expertise and objective/non-biased challenges.
- I like the fact that the presenter was very familiar with our data which enhanced the discussion.
- The dialog was very good!

~ **Board Reaction to Retreat/workshop; 300 bed Hospital in the West** ~

Thank you so very much for your presentation on Monday to our Leadership Retreat! Many Medical Staff and Board members reported that your presentation, both content and delivery, was the best! We

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especially appreciated the customization that made it so meaningful and useful to help us plan for our many challenges!

I particularly appreciated your attendance and participation at our social events, since those who were lucky enough to talk with you said they learned so much. ~ **CEO; 260 bed Hospital System in the Northeast** ~

I gained a new appreciation for the financial end of management from Mr. Kaufman. I now understand better why we have to focus on the numbers. ~ **Department Manager; 322 bed Hospital in the Midwest** ~

The point of note is to say "thank you" for all your help and diligence over the past year and more in getting this deal done and helping us keep our eyes on the real objective. We could not have done it without you. So, thank you, and if you are ever in the area, let's get together and I'd love to buy you lunch or dinner as your time permits. ~ **VP Business Development; Health System in the West** ~

Thank you very much. The Board was very pleased with your presentation! It was excellent and really set the stage for the rest of the retreat. It was great that you stayed and provided perspective and opinions! My only concern is what I do to top this for next year! I'm afraid you have set the standard very high. ~ **CEO, health System in Florida** ~

I would greatly value spending an evening with you or with your and a small group of others every time you are up here if that is possible. You can certainly be a tremendously expert resource for me in my efforts at our Health System. Would you be open to that? Thanks for what you are doing --- and please keep being pushy – in my opinion you are not being quite pushy enough at this point....but that may be ok to build credibility. ~ **Physician/President; Health System in the Northwest** ~

Thanks for your very insightful and timely presentation on Saturday. The "leadership" of our Hospital System was very impressed and took away some critical knowledge. Every health system faces challenges, most common, some unique. Your presentation was right on for both. Our Strategic plan does address a majority of the issues you brought forward, yet we did discover some important gaps. Thanks for the wake up call. Nate, on a persona note, it's great to dialog with a knowledgeable person who can project that knowledge into a practical forum. ~ **CEO; Hospital System in the Midwest** ~

"Over the years, there have been many suggestions for presenters' topics at our membership meeting, but yours is one of the few names that have been listed repeatedly. Your presentation received the highest rating of any presentation we have sponsored." ~ **President; State Hospital Association in the Midwest** ~

"I wanted to again express my sincere appreciation for the challenging message you delivered to our attendees. You know the message was heard and more importantly understood as I have begun to hear board members begin to ask more challenging questions. I appreciate your insights and believe the timing of the message is most appropriate." ~ **CEO; Health System in the Midwest** ~

"Outstanding presentation – this was very valuable for what we are dealing with currently." ~ **Feedback from CEO Roundtable, 2005** ~

"Excellent, practical information to assist organization in focusing on what's important, and measuring what's important." ~ **Feedback from presentation to Boards/Physicians** ~

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“In survey results, participants said they had no trouble staying focused during the whole presentation.”

“I know that your success was a result of the significant amount of time and energy that you devoted to this project. You were unlike most retreat presenters who fly into town, learn a very small amount about the local market and organization, and then spoon out a canned presentation. Your program offered a nice combination of a new presentation but also got to learn about ourselves.” ~ **CEO; Health System in the Southeast** ~