

Swing Bed: A care model redesign

Cheri Benander & Tommi Cline August 7, 2026

Presenter



Cheri has 35+ years of experience in healthcare, including clinical, administrative, compliance, consulting, and educational roles across multiple healthcare settings. She has worked collaboratively with leaders as a consultant to improve productivity, time management, and leadership skills. She has assisted organizations with implementing and reviewing compliance programs and conducts mock surveys.

She received her basic nursing education from Fort Scott Community College and her bachelor's and master's degrees in nursing from the University of Phoenix. She received a graduate Nursing and Healthcare Education certification from the University of Phoenix. Ms. Benander is a Certified Healthcare Compliance (CHC) professional through the Health Care Compliance Association (HCCA) and a Healthcare Accreditation Certified Professional -CMS through the Center for Improvement in Healthcare Quality (CIHQ).

Cheri Benander, RN, MSN, CHC, NHCE-C, HACP-CMS

Director of Clinical Services

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Panelist



Tommi Cline is an accomplished healthcare executive with over a decade of leadership in acute care operations, clinical strategy, and regulatory compliance. She has been a nurse for 20 years and currently serves on the Board of Directors for the American Nurses Association-Illinois.

Tommi received her Associates Degree in Nursing from Lewis & Clark Community College. She received her undergraduate, graduate, and Doctorate degrees in nursing from McKendree University in Lebanon, IL. She is a board-certified nurse executive from American Nurses Credentialing Center. She is also certified in healthcare compliance from the Health Care Compliance Association.

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Jul – Dec 2026 webinars

All webinars are recorded for on-demand viewing.

Meeting the new CMS obstetric standards – Tips for compliance

Presenter: Carolyn St. Charles, RN, BSN, MBA – Chief Clinical Officer

Date: July 10, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4vwwC5q>

Beyond the visit: Chronic Care Management that works

Presenter: Marcella Wright, DNP, MS, RN - Director of Care Coordination and Lean Consulting

Panelists: Maricella Pena, RN, Chronic Care Management Care Coordinator, Cobre Valley Regional Medical Center
Micah Pura, RN - Cobre Valley Regional Medical Center
Mia A. Rivera, RN - Cobre Valley Regional Medical Center
Frank Stapleton, Chief Clinical Operations Officer - Cobre Valley Regional Medical Center

Date: July 24, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4eCH2ul>

Swing Bed: A care model redesign

Presenter: Cheri Benander, RN, MSN, CHC, C-NHCE, HACCP-CMS – Director of Clinical Services

Panelist: Tommi Cline, DNP, RN, CHC, NE-BCChief Nursing & Compliance Officer

Date: August 7, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4g5A8ka>

Zero Balance Accounts (ZBA)

Presenter: Margaret Bistrovich - VP Revenue Cycle Client Services

Date: August 28, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4f0vl2e>

Strengthening cybersecurity in healthcare

Presenter: Derek Morkel, CEO – HealthTech

Panelist: Jeremy Masterjohn, IT Director and HIPAA Security Officer, Spooner Health

Date: September 11, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4xSXIMU>

Jul – Dec 2026 webinars

All webinars are recorded for on-demand viewing.

Rural Health Clinic survey readiness simplified: Part 1 – Navigating CMS Appendix G and operational standards

Presenter: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS – Director of Clinical Services

Date: September 25, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4aisX4h>

Rural Health Clinic survey readiness simplified: Part 2 – Meeting CMS requirements and driving performance improvement

Presenter: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS – Director of Clinical Services

Date: October 23, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4w9OYuG>

Leadership skills for all leaders

Presenter: Greg Oelerich - VP of Business Development

Date: November 6, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/4vxMDd3>

Frequent survey findings for Critical Access Hospitals – and – strategies for compliance

Presenter: Cheri Benander, RN, MSN, CHC, C-NHCE, HACP-CMS – Director of Clinical Services

Date: December 4, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/3QLXCQK>



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Instructions for Today

- + You may type a question in the text box if you have a question during the presentation
- + We will try to cover all your questions – if we don't get to them during the webinar, we will follow up with you by e-mail
- + You may also send questions after the webinar to our team (contact information is included at the end of the presentation)
- + The webinar will be recorded, and the recording will be available on the HealthTech website: www.health-tech.us

Presentation Description

Swing Bed continues to be a critical program and revenue source for Critical Access Hospitals. This webinar features an engaging panel discussion that explores one hospital's redesign of its Swing Bed care model. Through a candid conversation, the panelist will share the drivers behind the redesign, the challenges encountered, and the strategies used to create a more coordinated, patient-centered program.

Participants will gain insight into how the organization enhanced its marketing strategies, strengthened relationships with referral sources, improved interdisciplinary collaboration, and optimized care planning processes. The session will also highlight approaches used to enhance documentation of skilled need and align operations with expectations from the Centers for Medicare & Medicaid Services (CMS), supporting both regulatory compliance and program growth.

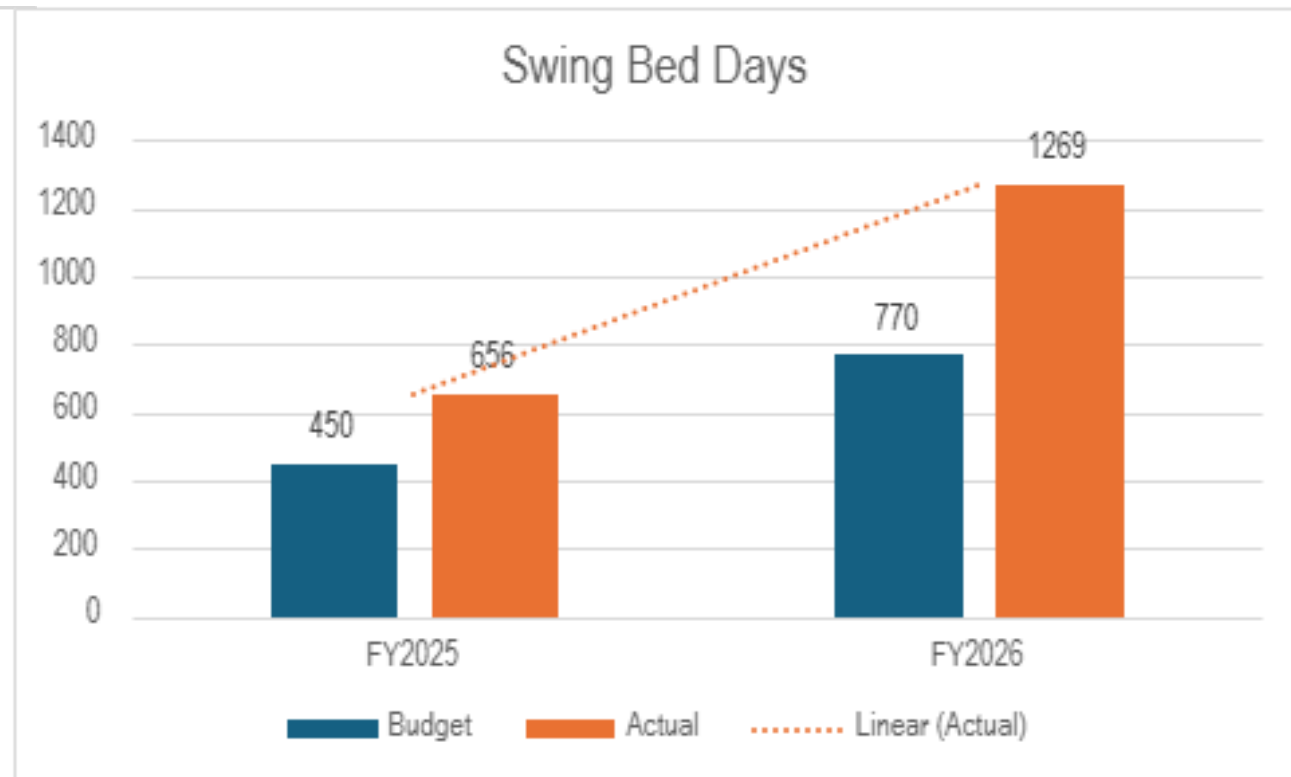
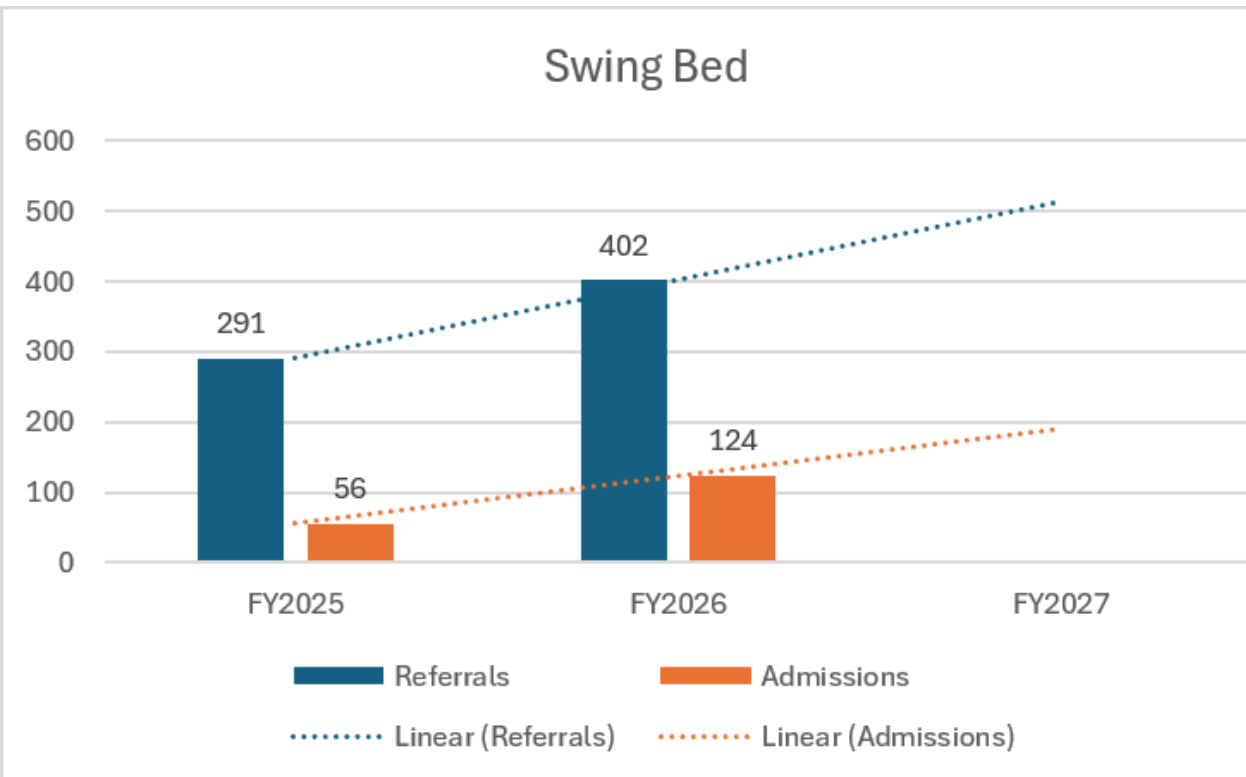
The discussion will also highlight lessons learned, measurable outcomes, and practical steps that other hospitals can apply to their own Swing Bed programs. Attendees will have the opportunity to explore innovative approaches and gain actionable ideas to support care model transformation, improve patient outcomes, and advance continuous survey readiness. Designed for hospital leadership, nursing, therapy, case management, and compliance professionals, this session offers valuable peer-to-peer learning grounded in real experience.

Learning Objectives

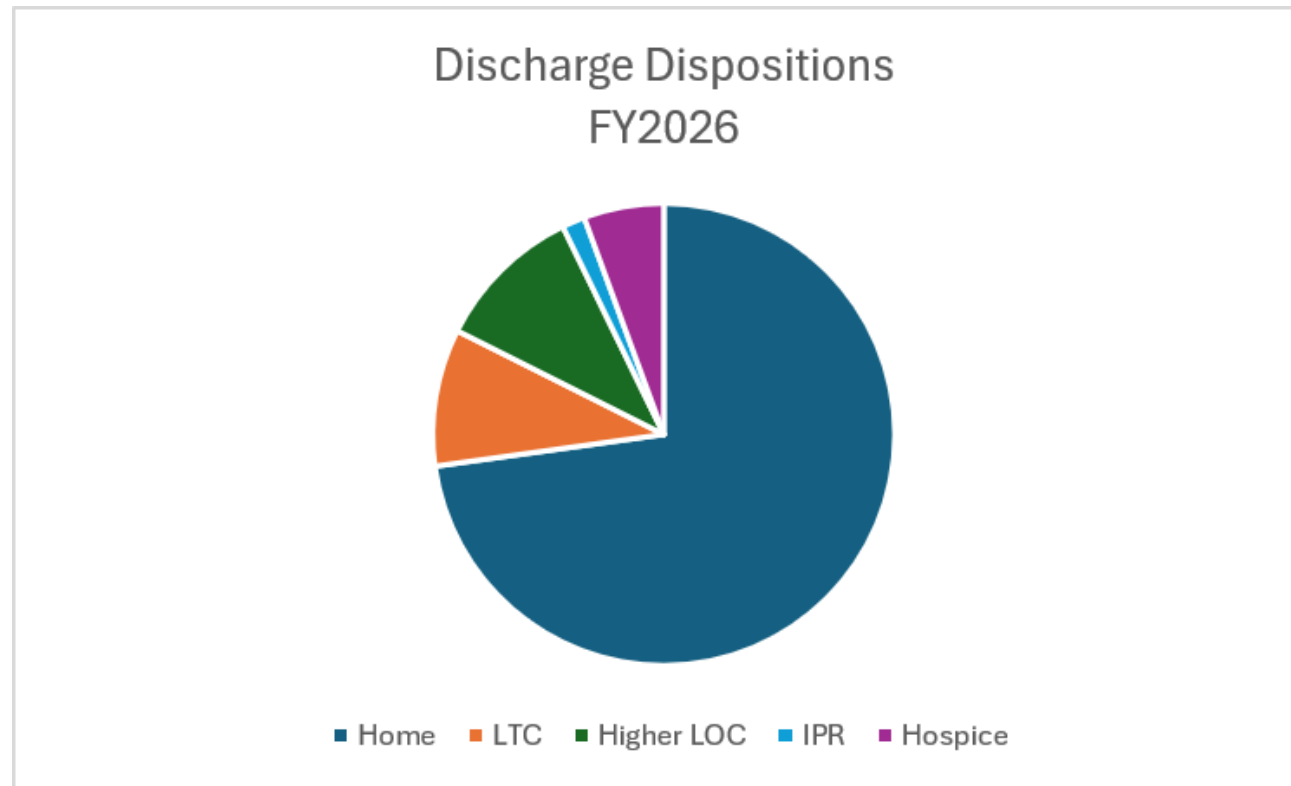


- 1) Describe the key drivers and goals behind the hospital's Swing Bed care model redesign.
- 2) Identify common challenges and barriers encountered during the redesign process and strategies used to overcome them.
- 3) 3) Analyze measurable outcomes and performance improvements resulting from the redesigned care model.

By the numbers...



By the numbers...



How did we get here?

Interventions

- Hire a Swing Bed Coordinator
- Targeted marketing campaign
 - Referral site visits
 - New brochure
 - New brand
 - Complex referral site visits
- Developed Swing Bed Committee



Interventions

- Track referrals
- Track denials
- Track discharge disposition
- Interdisciplinary care rounds
- Development of Skilled Therapy Admission Criteria document to assist the Swing Bed Coordinator to determine candidacy for the program.
- Patient rounding by Swing Bed Coordinator
- Utilization of Careport Referral Management software by Well Sky
- Targeted messaging to our ED transfer patients, as well as to the receiving facilities
- Celebration upon graduation from program
- Discharge phone calls

SKILLED THERAPY ADMISSION CRITERIA

RATING

Yes Not Sure No

CLOF < PLOF

Recent decline in functional mobility compared to previous level of function related to admit dx



Daily Therapy Need (5d/wk)

Daily skilled therapy need AND able to tolerate @ least 15 minutes of therapy/day, 5days/wk of PT, OT or ST or any combination for a total of 5 days



Follows directions/cues

Pt able to follow simple directions/cues



Potential to progress

Pt condition expected to improve in a reasonable and predictable time with appropriate services



Therapy necessary as an inpatient

As a practical matter, considering economy and efficiency, therapy services are necessary on an inpatient basis in a swing bed for justifiable reason



All criteria  = no therapy consult

Any criteria  = therapy consult required

Any criteria  = not appropriate for admission with therapy as the only skilled need



Questions



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Thank you+

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