

HB Healthcare Business Review



Randy S. Langsam,
Owner and President

RSL HEALTHCARE CONSULTING, LLC

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RSL Healthcare Consulting, LLC Embodies Healthcare Quality Assurance with its Own Personal Touch!

The process of healthcare quality assurance at RSL Healthcare Consulting, LLC goes far beyond simply meeting standards for excellence, patient safety, and effective outcomes. Founded and led by Randy S. Langsam, a seasoned risk manager and healthcare compliance officer, RSLHCC assists office-based surgical facilities not only in meeting but exceeding state, federal, and accrediting agency regulations to achieve the highest levels of compliance and patient safety. This is accomplished through continuous guidance and by serving as a true partner in the process, available 24/7.

Putting Patient Safety First

At the heart of RSL Healthcare Consulting's work is patient safety. RSLHCC partners closely with each client to ensure the safety of both patients and staff by implementing comprehensive risk management measures. The team begins at the foundation and works through every detail, from policies and equipment to supplies, medications, sterilization, infection control practices, medical records, credentialing, facility licenses, required signage, and training. This thorough, end-to-end approach ensures no detail is overlooked and that compliance is achieved at the highest level.

Working so closely with each facility not only helps maintain strict regulatory standards but also reinforces the expected culture of accountability and collaboration, creating a true partnership.

"It's about working in tandem with the facility and making sure all risk management and healthcare compliance steps are covered for every patient, every single day," Langsam explains.

By ensuring that surgeons, anesthesia providers, surgical support staff, administrators, and owners are fully aligned, RSLHCC helps facilities operate more smoothly. The result is greater patient satisfaction, a healthier work environment, and more effective healthcare delivery.

Florida's Trusted Partner in Surgical Facility Risk Management

When Langsam first entered the field more than 15 years ago, her work had a national scope. Today, as office-based surgical facilities continue to expand, the greatest need exists closer



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to home. With more than 750 office-based surgical facilities performing sedation-based procedures in Florida, RSL Healthcare Consulting, LLC has established itself as a leading expert in healthcare compliance and risk management for this highly specialized niche.

Langsam's goal is for RSLHCC to be recognized as a trusted resource for risk management, healthcare compliance, patient safety, and operational efficiency in this complex and evolving environment.

"At the end of the day, our priority is to ensure that every facility we support is operating at the safest and highest standard possible," she says, reflecting on her passion for the work and her dedication to growing RSLHCC within its niche.

Challenges and How They Are Addressed

One of the most frequent deficiencies identified during quarterly, state, and accreditation inspections involves errors in medical record documentation. Nearly every office-based surgical center relies on per-diem surgical staff. From anesthesia providers to circulators, surgical assistants, scrub technicians, and recovery room nurses, all personnel working on surgical days must understand and meet the facility's strict compliance expectations.

“It’s like a first date with a first impression. Show us your best or you won’t be back,” Langsam notes.

Recognizing the importance of per-diem staffing companies, RSLHCC has built strong relationships with these providers. If a documentation error occurs at one facility, it is often being repeated elsewhere. With a deep understanding of regulatory standards, inspection expectations, and the high level of compliance its clients strive to achieve, RSLHCC takes a proactive approach by educating staff and providers to correct errors and maintain excellence across the board.

Serving as a trusted source of information for the industry, whether for clients or non-clients, is one of the greatest affirmations that the firm’s work is making a meaningful impact.

A Personal Approach to Compliance

What truly sets RSL Healthcare Consulting, LLC apart is its personal, hands-on approach. Unlike many firms that rely primarily on virtual consultations, Langsam and her team visit each client on-site every quarter. These in-person visits allow for direct observation, open dialogue, and a deeper level of compliance oversight, while also strengthening relationships with staff.

Virtual assessments often limit visibility to what a facility chooses to show. On-site visits allow RSLHCC to engage with everyone, from sterilization processors and surgical assistants to surgeons themselves. Infection control practices, sterilization processes, and surgical regulations are reviewed in detail. The opportunity for real-time discussion, including candid conversations and debates with surgeons, simply cannot be replicated virtually.

This consistent on-site presence fosters trust, encourages questions, and promotes open communication, ultimately leading to better patient care.

Immediate On-Site Training and Ongoing Education

As part of its on-site program, RSLHCC provides immediate assistance and educational training tailored to each client’s needs. When inconsistencies, documentation errors, or process gaps are identified, the team addresses them on the spot through hands-on education.

This is risk management and quality assurance in action. Issues are identified, analyzed, corrected, and followed by implementation of corrective measures. These actions are consistently reviewed and documented, with formal evaluations conducted no less than quarterly by appropriate personnel.

RSL Healthcare Consulting, LLC also offers training in areas such as OSHA compliance, handling of biomedical

waste, fraud prevention, workplace harassment, human trafficking awareness, and more. Clients, including office-based surgical centers and other clinical facilities, benefit from a comprehensive educational program designed to ensure they meet and exceed industry standards.



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Focused on Florida’s Needs

Langsam’s expertise is deeply rooted in Florida’s regulatory environment, and this specialization has been a key factor in RSLHCC’s success. The firm has developed strong, ongoing relationships with both regulatory bodies and its clients. Despite opportunities to expand geographically or into other facility types, RSLHCC remains committed to its Florida-based niche.

“We do not need to be the biggest firm,” Langsam says. “I just want us to be the best at what we do, and that is supporting office-based surgical facilities.”

For Langsam, growth is not about scale for its own sake. It is about maintaining a consistently high level of service, being accessible by phone, text, email, or on-site when needed, and ensuring every client receives the attention they deserve. This focus led to the deliberate decision not to expand into the ambulatory surgical center space, allowing RSLHCC to remain a top-tier provider within its specialty.

Patient Care at the Forefront

The goal is simple: to remain a leader in healthcare compliance and risk management while continually raising the standard for patient safety and surgical outcomes. RSL Healthcare Consulting’s success is a direct result of its personalized, client-focused approach.

Through a strong commitment to patient safety, rigorous risk management practices, and comprehensive education, RSLHCC has positioned itself as a trusted partner for office-based surgical facilities. By building lasting relationships and providing hands-on guidance, RSL Healthcare Consulting clearly distinguishes itself in the healthcare risk management space. **HB**



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