

HEALTHCARE SECTOR HOSPITAL OPTIMIZATION INITIATIVE



In response to declining reimbursement rates and climbing costs, Trident was engaged to assess one of the largest pediatric rehabilitation hospitals in the United States. The intent was to re-evaluate the total business process from initial referral to the point of final revenue recognition to substantially improve productivity and overall collection performance.

HOW WE MADE IT HAPPEN:

- Creation of daily dashboards that allowed clinicians at all sites to:
 - Know billable rates on a daily basis
 - Understand cancellation and no-show rates and identify trends
 - Compare to baseline and target performance
 - View unit-based costs at all levels
- Designed an 'Insurance Wizard' that enabled the Payment Accounting System team to stay current with thousands of payer guidelines
- Significantly improved billable rates by use of therapy aides, scheduling tools, performance metrics and standby lists
- Installed a 'best in class' scheduling tool for nurses that accurately forecasted census, acuity, and patient admission mix
- Installed a cashbook process where denials were given priority in-patient accounting workflow systems. This enabled a significant reduction in write-offs due to untimely filing
- Installed a salesforce.com CRM platform to drive and measure physician referrals and forecast admission volumes
- Centralized and restructured the scheduling function. Aligned work hours and calling times to better match patient demand, reducing the number of calls required to connect with a patient

\$7MM

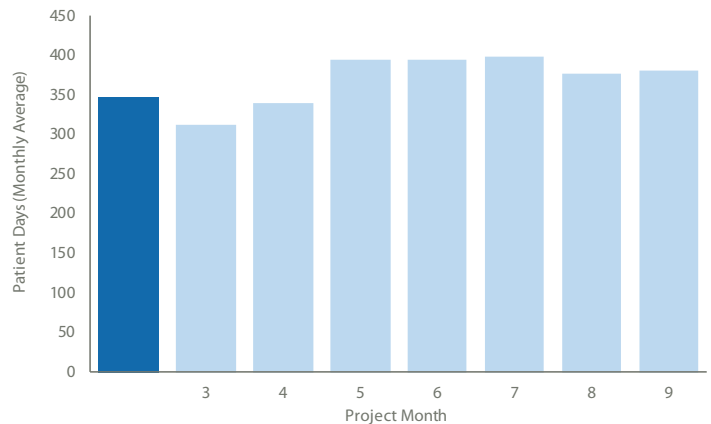
OPERATING MARGIN IMPROVEMENT



RESULTS:

Billable rates improved by 7% across the organization, and census rose from 84% of bed capacity to 96% within 6 months. Due to better data integrity and accuracy of information, the client was able to collect cash months earlier than baseline, as well as reduce A/R and bad debt expense by over \$2MM due to reimbursement execution.

10% Increase in Patient Days



Performance implementation is our business. Get to know our exceptional team of consultants at no charge through our two-week opportunity assessment.