

HEALTHCARE SECTOR PRODUCTIVITY IMPROVEMENT



The client is a not-for-profit health organization providing acute-care and rehabilitation services. Trindent was engaged to assess the rehabilitation areas to help reduce wait times from the point of patient registration to patient care. The client also wanted to improve access to care, improve the patient experience and program viability.

HOW WE MADE IT HAPPEN:

- Installed a daily dashboard and performance metrics to better control:
 - Therapist Productivity and Billable %
 - Patient Cancellations and No-Shows, ensuring proactive re-scheduling
 - Forward-looking calendar utilization
 - Patient intake Turnaround Time
- Developed and implemented a marketing message and materials that vastly improved patient attendance
- Trained and coached a 'sustainability' coordinator to ensure continuous improvement following the project
- Redesigned the rehabilitation patient access workflow and developed an algorithm to optimize the scheduling of therapy evaluations
- Redesigned Medicare Authorization Database to consolidate medicare authorization and improve user features
- Restructured support staff roles and responsibilities to allow staff to handle patient overflow during registration
- Centralized the scheduling function to eliminate duplicate process steps and improve wait times for therapy
- Key scheduling and registration processes were streamlined and migrated

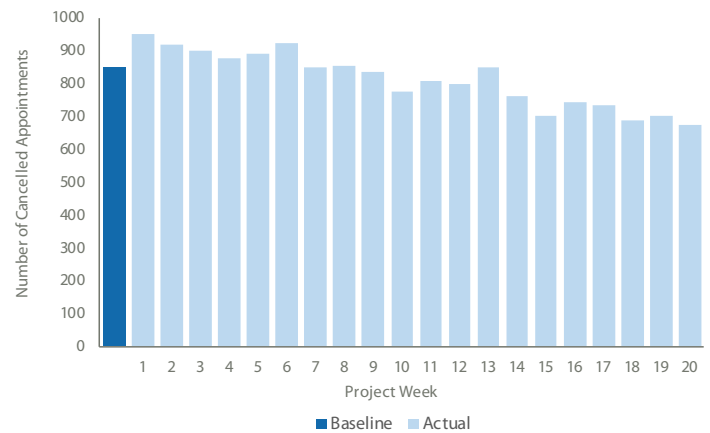
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MARGIN IMPROVEMENT



RESULTS:

The Rehabilitation Services program experienced a 61% reduction in patient no-shows and a 28% reduction in cancellations while enhancing the patient experience and employee/therapist job satisfaction. The engagement generated a return on investment of 527%, well above the project target ROI of 323%.

28% Decrease in Cancelled Appointments



We are here to Make It Happen™.

Contact us for a complimentary assessment to help solve your complex business issues at info@trindent.com.